



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2020/2021

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF ARTS

APS 807: COUNSELLING SKILLS AND TECHNIQUES

DATE: Wednesday 16th June 2021

TIME: 9.00a.m. - 12.00p.m.

INSTRUCTIONS:

Answer Question One And Any Other Two Questions.

Question 1

Client Z was in her late 20's and had been working in a secretarial position since graduating from high school. She was nervous and anxious most of the time. She rarely dated but desperately wanted to get married. However, she was afraid to socialize and had few friends. By the time she came to therapy, she had begun to have panic attacks and at times she thought she might die. On exploration it was discovered that she had been sexually abused by a baby sitter when she was seven years old. This abuse continued over a two year period. She had never told parents. Later she was also sexually abused by an uncle. Client had strong feeling of anger toward men but also wanted to develop a relationship with a man and eventually get married. Her feelings of ambivalence had developed into anxiety which lead her to isolate and avoid men. Imagine this was your client note down your case notes under the following topics.

- (a) Background information. (2 marks)
- (b) Presenting issues. (2 marks)
- (c) Underlying issues. (2 marks)
- (d) For each of the underlying issues, discuss two specific intervention with justification for their use. (12 marks)

Question 2

- (a) Critically analyze two competencies that would help a counselor deal with multicultural clients. (4 marks)
- (b) Silence when used in clinical practice may be understood to enable active listening, self exploration, safe communication and understanding. Elaborate this view using examples to demonstrate how silence enhance each of these components. (16 marks)

Question 3

Chris came to counseling because he was experiencing increasing feelings of being stressed, overwhelmed and weighed down by his commitments in life. He has been particularly concerned about negative thoughts and attitude at work and at home and would like to change this.

- (a) Use the ABC model to conceptualize this case. (5 marks)
- (b) With justification discuss five skills you would apply during therapy to help client Chris deal his negative thoughts and attitude at work and at home. (15 marks)

Question 4

Using relevant examples discuss the following skills and techniques demonstrating how you can apply them in a counseling session. (20 marks)

- a) Empathy
- b) Concreteness
- c) Termination skills
- d) Personalizing/taking responsibility

Question 5

With relevant examples, discuss five goals of counseling and skills that would help a counselor achieve them. (20 marks)

KENYATTA UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
PSYCHOLOGY DEPARTMENT
MARKING SCHEME

APS 807: SKILLS AND TECHNIQUES IN COUNSELING

1. Client Z

- a. Background information:** Biodata e.g. pseudo name, residence, age, education
- b. Presenting issue:** fear, anxiety, panic attacks
- c. Underlying issues:** sexual abuse, anger towards men
- d. Interventions:** CBT, TFCB, psychodynamic therapy, Person centred therapy, existential / logotherapy, family therapy, group therapy, support groups

2. a) Multicultural competencies: competence/knowledgeable, empathy, social skills

b) Silence as a Skill: giving clients space and encouragement. Examiner to assess whether the examples given by students reflect: active listening, self-exploration, communication, self-understanding.

3 Case of Chris:

a) ABC model: A- activating event; B- Beliefs; C- consequences: well stated examples of each
A - Is for activating experiences, such as family troubles, unsatisfying work, early childhood traumas

B - Stands for beliefs, especially the irrational, self-defeating beliefs that are the actual sources of our unhappiness e.g. *"I must be outstandingly competent, or I am worthless."*

C - Is for consequences, the neurotic symptoms and negative emotions such as depression panic, and rage, that come from our beliefs

E- Effective way of living- We replace the inappropriate belief with appropriate ones and experience an effective way of living.

D-Disputing beliefs by; the therapist must dispute (D) the irrational beliefs,

b) Five skills:

- Empathy
- attending skills/social skills
- decision making skills

- problem solving skills
- confrontation/challenging
- summarization
- questioning/probing
- UPR - is the total acceptance, respect or caring for the client

4. Application of skills:

- a) **Empathy:** ability to perceive another's experience
- b) **Concreteness:** helping the client to be specific in communicating their issues. e.g. "if you were to be more open, what would you be doing now that you are not doing?"
- c) **Termination:** ending counselling relationship when counselling goals have been achieved: explain at the beginning of the relationship; deal with anxieties/grief, empathize with clients
- d) **Personalizing/Taking responsibility:** changing feelings so the person can identify where he or she is in relation to where he or she wants to be
- e) **Use goals and techniques from psychodynamic stance in Tom's case. (12 marks)**

5. Goals of counselling:

- Insight, self-awareness & acceptance,
- Change of behavior, enhance decision making, social skills,
- Self-actualization or individuation
- Enlightenment:
- Psychological education
- Cognitive change:
- Systemic change:
- Restitution
- Empowerment:
- Improving relationships