



KENYATTA UNIVERSITY

**EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND INFORMATION
SCIENCE/BACHELOR OF SCIENCE IN RECORD MANAGEMENT
ISC 400: CONSULTANCY IN INFORMATION WORK**

2ND SEMESTER 2025/2026

TIME: 2 HOURS

INSTRUCTIONS: Answer question ONE and any other TWO questions

1. (a) In a sentence, define consultancy in information work? (2 marks)
(b) Describe the role of consultants in consulting (8 marks)
(c) Discuss the four levels that consultants can be involved in. (4 marks)
(d) what is a Scope or work? And why do you need one as a consultant. (6 marks) -
(e) What should you include in a Scope of Work? (10 marks)
2. (a) Discuss the five phases of a consulting process. Illustrate your answer with examples. (10 marks)
(b) Explain five (5) behaviors of a professional Consultant. (10 marks)
3. (a) The collaborative model is an approach to handling clients. Discuss this model, highlighting its strengths and limitations. (10 marks)
(b) Explain the five (5) principal methods of resolving interpersonal conflict which were summarized by Gordon Lippitt (10 marks)
4. (a) Discuss the most desirable skills of a consultancy. (10 marks)
(b) Explain the Three-Legged Stool in Consultancy. (10 marks)
5. (a) Describe the importance of a healthy client/consultant relationship. (10 marks)
(b) What are some of the factors to consider important in a client/consultant relationship? (10 marks)