



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2020/2021
DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING
SECOND TRIMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
ARTS
APS 213: INTRODUCTION TO COUNSELING PSYCHOLOGY

DATE: Tuesday, 18th May 2021

TIME: 8.00a.m-10.00a.m

INSTRUCTIONS: Section ONE is **COMPULSORY**. Answer any **TWO** other questions in

SECTION 2

SECTION 1: Answer ALL questions in this section

Question One

- (a) Explain 2 basic principles of counseling. (4 marks)
 - (b) Using appropriate examples, explain 3 specific aims of counseling. (6marks)
 - (c) Distinguish between structured groups and process groups in group therapy. (6marks)
 - (d) Explain two advantages of online counseling over face-to face counseling. (4marks)
 - (e) Describe 3 micro-skills that are essential for facilitating active listening. (6marks)
 - (f) State 4 types of discrepancies which a client could display during the counseling process. (4marks)
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SECTION 2: Answer any 2 questions in this section

Question Two

Using relevant examples, discuss 4 personal qualities of an effective counselor.(20marks)

Question Three

Discuss the following stages of the counseling process:

- (a) Exploration stage (10marks)
- (b) Action stage (10marks)

Question Four

- (a) Discuss 3 risks of a dual relationship in the counseling process (12marks)
- (b) Citing relevant examples, explain 4 importance of supervision in the counseling process. (8marks)

Question Five

Discuss 4 issues arising from the emerging trends in the counseling field that counselors need to adapt to. (20marks)

MARKING SCHEME

APS 213:INTRODUCTION TO COUNSELING PSYCHOLOGY (DSVOL)

SEMESTER: ONE 2020/2021 Jan- April 2021

QUESTION ONE

a) Explain 2 basic principles of counseling

The client knows what is best for him or her

Interpretation by the counselor may be inaccurate and is best avoided.

Any 2 appropriate answers, well explained

4 marks

b) Using appropriate examples, explain 3 specific aims of counseling

Insight: the acquisition of an understanding of the origins and development of emotional difficulties, leading to an increased capacity to take rational control over feelings and actions

Self-awareness: Becoming more aware of ones thoughts and feelings which had been blocked off or denied or developing a more accurate sense of self.

Self-acceptance: The development of a positive attitude towards self, marked by an ability to acknowledge areas of experience that have been subject to self-criticism and rejection.

Any 3 appropriate answers

6 marks

c) Distinguish between structured groups and process groups in group therapy.

Structured Groups: Structured groups are centered on a specific theme and each group session is focused on a particular topic relevant to the theme of the group. Each group session usually consists of brief lectures by the group leaders, group discussions, and experiential activities.

Process

Groups

Process groups are typically much less structured as there isn't a specific topic for each group session, but some of the groups may be focused on a particular theme (e.g., grief and loss or eating disorders) or the group may be targeted to a specific group of individuals (e.g., women, men, or older students). Members are welcome to bring any issues to the group that they feel are important, and the primary focus of therapy in the group is on the interactions among group members.

6 marks

d) Explain two advantages of online counseling over face- to face counseling.

Accessibility -Counseling slots can become full. This is especially true for appointments that are in high demand such as those in the evening and late at night. Online and telephone counselors however, are more likely to be able to offer a higher level of flexibility - therefore reducing the waiting time for treatment and making it more accessible.

Anonymity - If you are concerned about the stigma attached to mental health problems or you are worried that someone may find you are having treatment - online and telephone counseling services offer the client a higher level of privacy as well as leaving them the option to remain anonymous.

Any 2 advantages

4 marks

e) Describe 3 micro-skills that are essential for facilitating active listening.

The micro-skills necessary to facilitate active listening include:

- Use of minimal encouragers

This is the use of head nodding, verbalizations such as mh; eh; to show the client that you are with them.

➤ **Paraphrasing**

Paraphrasing facilitates self-disclosure and insight. In paraphrasing the listener/counselor restates in his or her own words what he or she has just heard.

➤ **Reflection**

This involves restating the clients in snippets what they have just stated. Such as

Client: "There was no one at home when I came yesterday and I was scared."

Counselor: "You were scared."

This encourages the client to continue.

Any 3 micro- skills

6 marks

f) State 4 types of discrepancies which a client could display during the counseling process. During the counseling process there are four (4) types of discrepancies which the client could display. The discrepancies can be between:

1. Thoughts and feelings
2. Thoughts and actions
3. Feelings and actions or
4. A combination of thoughts, feelings and actions.

4 marks

SECTION 2: Answer any 2 questions in this section

QUESTION 2

Using relevant examples, discuss the 4 personal qualities of an effective counselor.

Genuineness/

Authenticity

The counselor should not fake professional interest, but show genuine concern. They will not open up to you or trust unless they feel you are genuine. This can be achieved by:

- not overemphasizing the professional role and avoid stereotypical behaviours
- being spontaneous but not controlled or haphazard in your relationships
- remaining open and non-defensive even when feeling threatened
- being consistent and avoid discrepancies between values and behavior, your thoughts and words in interactions with clients while remaining respectful and reasonably tactful
- being willing to share yourself and your experience with the clients if it's helpful

Patience

A counselor needs to have patience with the clients as they process the discussion. It may take them time to accept certain things and to move towards positive changes. Some clients need to discuss something many times before they are prepared to make a move in any particular direction. Also, you are not likely to see large changes in an individual client; therefore, you must be okay with incremental progress in their lives and rejoice over small victories.

Good

Listener

Counselors spend a significant amount of time listening to their clients. You will do more listening than talking. You must be content to give the client time to express their story and their feelings. You will need to be intuitive in discerning what the client is really saying and "read between the lines".

Compassionate

It is very important that your clients feel your compassion for their problems and that they sense you truly care about them. You may not be able to relate to every issue that is shared with you, but you need to be able to have compassion for how it feels to be in their shoes. Genuine concern yields positive results.

Any 4 appropriate answers

20 marks

QUESTION 3

Discuss the following stages of the counseling process:

a) exploration stage

The purpose of Stage 1 is to build a nonthreatening counseling relationship and help the client explore their situation and then focus on chosen issues. In this stage the Skilled Helper helps the client to identify and clarify problems and opportunities and assess their resources. Clients are often reluctant or resistant at this stage, therefore the therapist helps them to explore new perspectives, challenges negative modes of thinking and constructively challenge the client's excuses, evasiveness, distortions and negative self-statements. This stage is based around helping the client in establishing priorities and developing action plans that put into practice productive strategies. Exploring skills include:

- Open-ended questions
- Silence
- Focusing
- Empathy
- Paraphrasing & Reflecting Meaning
- Paraphrasing & Reflecting Feeling
- Structuring
- Summarizing

10 marks

b) action stage

Action is based on exploration and understanding gained by using stage I & II skills. In stage III the Skilled Helper facilitates the client in finding ways of achieving their goals. After helping the client to come up with as many strategies as they can the Skilled Helper then helps them to focus upon those that are viable in terms of client situation, needs, aspiration and resources. This process is designed to help the client move from the current situation to one that they would prefer. Transitions experiences may make the client feel vulnerable therefore the process may often be built upon the taking of small comfortable steps as the client grows in confidence (but this must be based upon the needs of the client - some like big jumps). Realistic achievable planning and time-tabling are key to success and the Skilled Helper is warm and supportive - helping the client look out and overcome obstacles, turning challenges into opportunities and inspiring the client to mobilize their personal, social and material resources (particularly helpful family members, friends and self-help network etc).

Action skills include:

- Divergent Thinking
- Goal Setting
- Decision Making
- Problem Solving
- Programme Choice
- Evaluate Knowledge of Resources
- Using Knowledge of How Behavior is Changed
- Using Knowledge of How Useful Behavior is Maintained

10 marks

QUESTION 4

a) Discuss 3 risks of a dual relationship in the counseling process.

Dual relationship refers to situation where the counselor has role or contact with the client outside of the therapy hour. Caution should be taken especially because of these three risk factors
Risk of exploitation of the client: A one sided therapeutic relationship is one where the client is vulnerable and the therapist is in control. The clients see the therapist as an expert and therefore have more power over them to redirect their cause of action, a therapist may use their power over the client to manipulate them and seek favours from them like being lovers and the client may perceive it as a special treat from them and fall into their trap.

Threats to confidentiality: A therapeutic relationship should offer safety to a client in such a way that they will know that their issues will not be disclosed to anyone else. Unfortunately a dual relationship may pose a threat to the clients' information leaking to their friends and hinder the progress of counseling.

Insight learning is affected: A primary role of the therapist is to make sense of clients reaction; a client may express emotions and feelings from their past relationship in childhood and this helps the therapist to address their dysfunctional behaviors from such relationships. This therapeutic approach is diluted when the therapist and the client has a dual relationship because for example the client may feel the therapist is critical and the therapist may not be able to tell whether its transference or the clients knowledge of them in the wider setting outside the therapeutic relationship.

12 marks

b) Citing relevant examples, explain 4 importance of supervision in the counseling process.

Supervision

Counseling supervision refers to formal arrangement that enables counselors to discuss regularly their counseling with one or more people who are normally experienced as counseling practioners and have an understanding of counseling supervision.

- Provides a system of personal support for the counselor. The nature of counseling can place many demands on the counselor, and the counselor may get overinvolved in the clients issues or ignore vital points, get confused or doubt their own usefulness in counseling but supervision helps to overcome this. Also working with difficult and distressing issues can affect the counselor and this is addressed in supervision.
- Providing systematic supervision and support promotes confidentiality since counselors can seek personal support in a safe environment than disclose in unsafe environment as they seek support.
- Supervision helps the counselor to maintain objectivity in the counseling process since its difficult to be their own observers in the counseling relationships

- Supervision may draw the counselor to ethical principles that they might have overlooked.

Any 4 appropriate answers

8 marks

QUESTION 5

Discuss 4 issues arising from the emerging trends in the counseling field that counselors need to adapt to.

Increasing attention to environmentalism

People are likely to wish to change their behavior and attitudes to being more environmentally aware and responsible rather than being more assertive or self-actualized. Due to enormous destruction of people, species and parts of the earth feelings of loss and guilt may be evoked. This destruction may be associated with the sense of self and personification that is typical of the modern person. This may require counselors to work with quite different kinds of issues, in new ways.

Localization of Practice

Globalization that has been noted in the late 20th and 21st centuries has resulted to the replacement of indigenous methods of problem solving and psychological healing with western psychiatry and psychotherapy. This has resulted to professionalization of counseling in which counselors have been exposed to internationally recognized approaches rather what is relevant at their local levels. However with time, counselors are integrating the internationally recognized approaches with ideas drawn from their older healing traditions a kind of 'reverse colonialism'. This is likely to lead to localization of counseling in which practitioners create services that respond to their local communities.

Interdisciplinary

Counseling has been dominated by ideas from psychiatry and clinical psychology. With many competing counseling models, it is possible that the differences between the models will require application of theories and concepts from other fields such as philosophy, anthropology, theology, sociology and arts (social sciences)

The impact of technology

Technological innovations continue to increase the repertoire of ways of counselor and clients being in contact besides the traditional face to face contact.

Any 4 of the above points, clearly discussed

20 marks