COURSE NAME: HIGHER DIPLOMA IN HUMAN RESOURCES MANAGEMENT

SUBJECT CODE: BLS 3130

SUBJECT NAME: COUNSELING & CONSULTANCY

**PAPER B**

**QUESTION ONE**

1. Explain the following terms as applied to consulting assignments.
2. Capability statement (3 marks)
3. Contract (3 marks)
4. Terms of reference (3 marks)
5. Proposal (3 marks)
6. Human capital is the sole consulting practitioner’s most precious resource. Explain some of the learning options available to sole practitioners. (10 marks)
7. Write short notes on the following as applied to consultancy:
8. Public procurement and disposal Act of Kenya (4 marks)
9. Joint problem definition (4 marks)

**QUESTION TWO**

1. describe any five legal considerations required of a professional counselor (10 marks)
2. Explain the following characteristics that define management consulting:
3. Consulting is and advisory service (5 marks)
4. Consulting often involves doing more than providing a “pure” service (5 marks)

**QUESTION THREE**

1. Explain the issues that may increase the risk of failure of a consulting assignment. (10 marks)
2. Describe the following phases of a consultancy assignment and indicate why they are important. (10 marks)

**QUESTION FOUR**

1. Explain what is meant by following statements:
2. Consulting is a business (5 marks)
3. Consulting is a temporary service (5 marks)
4. Explain how counseling differs from consultancy. (10 marks)

**QUESTION FIVE**

1. In marketing its services, the consulting organization is selling a promise of help which the client cannot see, touch, smell, taste or test before deciding to purchase it. Explain the ways the management consultant can use to reduce such uncertainty to the client. (10 marks)
2. Briefly describe the broad, generic purposes pursued by clients in using consultants. (10 marks)