**KENYATTA UNIVERSITY**

**UNIVERSITY EXAMINATIONS 2017/2018**

**CITY/MOMBASA CAMPUS**

**FIRST SEMESTER EXAMINATION FOR THE DEGERRE OF MASTER OF ARTS**

**APS807: SKILLS AND TECHNIQUES OF COUNSELING**

**DATE: MONDAY 20TH November 2017 TIME 5.30P.M – 8.30 P.M**

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**INSTRUCTIONS:**

1. **ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS.**
2. **ALL QUESTIONS CARRY TWENTY MARKS EACH.**
3. a) Discuss two reasons for making cultural consideration on conceptualizing clients

issues (4 marks)

b) Using examples in each case, explain the use of the following skills in counseling

i) Confrontation

ii) Minimal prompts

c) Using examples, differentiate between listening to content and listening to process

(8 marks)

d) Explain two instances when a counselor may use immediacy in counseling session (4 marks)

2. Mary is 14 year old form two girl whose teachers have been complaining of her discipline problems at school. The teacher refers Mary to you for counseling complaining that Mary is rude to the teachers and that she also harasses her peers. During the session Mary complains to you that that everybody in her school hates her and that her parents do not care about her either. In the middle of the session Mary keeps silent for the better part of the session.

1. Explain two possible reasons that could account for silence in the above case (4marks)
2. Discuss three possible issues that mary could be experiencing (6 marks)
3. Explain the suitable intervention you would apply in the above case (10 marks)

3. Kamau is a ten year old child who always played with his cat, until one day when the cat scratched his arm in an exaggerated play. Kamau got very scared and has since developed excessive fear for cats. He has also developed a tendency of dreaming about the incident and screams in his sleep. His mother is worried about this situation because the incidents have become quite regular. The mother has approached you as a counselor to help her son:

* 1. (i) Identify any two behavioral technique that may be appropriate to counsel Kamau (2 marks)

ii) Explain the steps you would follow in each of the techniques you have

identified in (a) above (12 marks)

* 1. Explain the challenges that you may encounter when working with kamau (6 marks)

1. Ben a 26 year old computer scientist is married with 2 children. For three years, he has been working in a firm in the outskirts of the city of Nairobi. His colleagues describe him as cheerful intelligent and hardworking. His father (Zackary) died in a ghastly road accident eight months ago. His father’s sudden death has had an expected impact on ben. He keeps to himself most of the time and he has totally lost interest in his job and as evidence by his poor performance. He has called in sick many times and the boss patients is running out. Ben feels that his workmates as well as his boss do not understand him he has been given an option of going for therapy if he still needs his job. Ben has reluctantly come to your office for counseling.
2. Discuss four skills and techniques you shall use to build rapport with ben and facilitate a safe supportive and constructive counseling relationship.(12 marks)
3. Using Ben’s case critically analyzes the four fundamental questions that he counseling process should help the clients to ask and answer. (8marks)
4. Jeddy a 31 year old cashier in a local bank has been referred to you by her sister for help. She narrates that her husband Trevor does not appreciate her anymore. She reports that they had a good marriage in the first two years. However things have changed and he has been making demeaning statements towards her which make her feel small. She decided to go back to school and pursue a master’s degree in order to earn her husband’s respect. She was very excited when she graduated last year. Jeddy complains that instead of complimenting her, Trevor told her that almost everybody has master’s degree these days it was not a big deal. Lately she has been feeling low and unwanted. Her performance at work has deteriorated and her boss gave her a final warning. She is thinking of calling it quits
5. Discuss skills you would use in:
6. Building a therapeutic alliance with this client (6marks)
7. Terminating the counseling relationship (6 marks)
8. Describe how you would g about setting treatment goals for jeddy (8 marks)

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