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**University Examinations 2014/2015**

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

**BFB 3469: WORKPLACE COUNSELLING**

**DATE: AUGUST 2015 TIME: 2HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. Counseling may rightly be defined as a “preventive therapy”. Defend the allegation by;
2. Showing how it is related with other helping professions (5 Marks)
3. Describing the type of clientele that would benefit from counseling (3 Marks)
4. Showing how counseling may benefit the productivity in an organization (2 Marks)
5. Becoming an effective counselor is important but it takes time and practice
6. Discuss the characteristics of an effective counselor
7. Discuss the basic skills of counseling that would enhance effectiveness of counseling
8. As a trainee counselor, what aspects of counseling do you find most challenging and why? (10 Marks)
9. Discuss the stages/phases of counseling process showing the importance of each stage (10 Marks)

**QUESTION TWO (20 MARKS)**

1. Empathy and sympathy are two very important concepts in counseling. Discuss their application in a counseling process (5 Marks)
2. Counseling like any other profession requires high degree of ethical standards. Discuss the various professional ethics required in counseling showing the importance of each ethical issue. (10 Marks)
3. Differentiate between formal and informal counseling showing where each may be employed in a workplace environment. (5 Marks)

**QUESTION THREE (20 MARKS)**

1. An effective counselor must possess certain counseling skills. Discuss. (15 Marks)
2. What techniques would a counselor employ at workplace to encourage staff to attend the counseling session (5 Marks)

**QUESTION FOUR (20 MARKS)**

1. Employees are finding difficulties in balancing work-life relationship. Discuss (10 Marks)
2. HR in an organization is expensive. Show why a manager would spend an organization’s income to employ counselor (s). (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss two issues of counseling at workplace showing their impact on productivity of an organization (10 Marks)
2. Conflict at workplace plays a big role in the organization’s productivity. What techniques would a manager employ to minimize conflict and hence increase productivity (10 Marks)