



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF LIBERAL STUDIES

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR, BACHELOR
OF SCIENCE IN CRIMINOLOGY AND SECURITY STUDIES**

CPC 204– COUNSELLING SKILLS

DURATION: 2 HOURS

DATE: 23/4/2019

TIME: 2-4 P.M

Instructions to candidates:

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a) Define the term counseling (3 marks)
- b) Explain what is meant by effective listening in the counseling process (3 marks)
- c) Highlight the two levels of empathy (5 marks)
- d) Outline five roles of a counselor in a counseling relationship (5 marks)
- e) Describe five characteristics of a person who exhibits a passive behavior pattern (5 marks)
- f) Highlight five characteristics of counseling in the traditional African society (5 marks)
- g) Outline four ways in which bullying and harassment can happen (4 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Discuss how the counselor should use the observation skill in the counseling process (10 marks)
- b) Explain the reasons why it is important to have a pre- counseling interview (10 marks)

QUESTION THREE (20 MARKS)

- a) Imagine you are an employer whose employees are experiencing low self esteem. Discuss five ways which you would use to boost their self-esteem. (10 marks)
- b) Discuss five reasons why people may not be able to use the assertiveness skills.(10marks)

QUESTION FOUR (20 MARKS)

- a) Outline the major categories of stressors (6 marks)
- b) You have been invited by an organization to talk to their employees on what they should do if they experience abuse at the work place. Write the speech that you would give (14 marks)