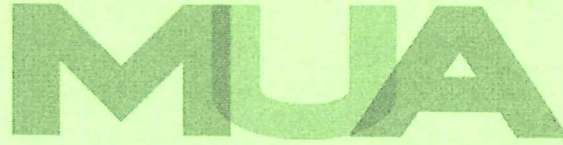


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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF BACHELOR OF MANAGEMENT AND LEADERSHIP

HRM 302/HRM 405 : HUMAN RESOURCE COUNSELING

DATE: 31ST JULY 2024

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **THREE** questions.
6. Question **ONE** carries **25 MARKS** and the rest carry **15 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the question

Mbabazi is a 46 years old woman, she is a tall slim lady with a warmth in her smile, however I noticed she rolled her shoulders forward, almost hunching over, appearing less confident. Mbabazi sat very neatly in the chair looking smaller than I expected due to her height, she had a soft tone when she spoke. I noticed Janine was well presented wearing smart black tailored shirt and cream cord trousers, well dressed and all together a well-kept image. Looking down to the floor she said "I'm nervous to be here, but I'm looking forward to working with you as things feel overwhelming right now". We began our first session covering the counselling contract, boundaries and ethical framework.

Firstly, I outlined confidentiality of our sessions, stating I would only break confidentiality if I believed any serious harm may come to my client or anyone else, and asked for her thoughts, with a warm smile she said "I'm happy with that".

Secondly, I discussed my clinical supervision; I explained this is where a counselor discusses their process and the use of counselling skills with a more experienced counsellor who can help to develop my effectiveness. I assured her this does not disclose any personal details or information that the client shares, but it is important to get confirmation from her that this is ok, and that's why it is discussed as part of confidentiality.

The next important part was to confirm with Mbabazi I am working ethically as a counselor. I told her that the (Association of Counsellors and Psychotherapists) Ethical Framework refers to the importance of working within our competence and in the clients best interests.

Meaning we need to consider if our level of training and our experience are adequate to manage the clients presenting issues. I then confirmed with Mbabazi the amount of time for each session was 50 minutes, and the amount of session on offer was six (6) in total, with a review half way through, I asked if that was okay? and she confirmed that was acceptable.

I enquired if she had counselling in the past, and Mbabazi confirmed she had. Then I asked her about her experience, and she said it was an effective and helped her through a difficult time. As Mbabazi had counselling before, it's good for me to know this as she would be familiar with the counselling process as well as me understanding what her experience of it was.

This can also alert me to any possible transference that could come into our therapy session as we proceeded.

Required:

- a) From the case study above, examine ten traits of a good counselor (10 marks)
- b) Discuss the steps the counsellor followed in the first session when counselling Mbabazi (6 marks)
- c) Explain nine benefits of counseling to Mbabazi (9 marks)

QUESTION TWO

- a) Examine three types of termination when ending a counseling session and the anticipated reaction for each (9 marks)
- b) Examine six common client characteristics of cognitive counseling (6 marks)

QUESTION THREE

- a) Highlight seven consequences of staff with problems in an organization (7 Marks)
- b) Assess eight guidelines for a successful counseling Session (8 marks)

QUESTION FOUR

- a) Discuss Ten ethical principles that counsellors should have when counselling (10 marks)
- b) Evaluate five guidelines for creating the counselling environment. (5 Marks)

QUESTION FIVE

- a) Examine seven Human Resource roles in Counseling (7 Marks)
- b) Asses eight ways when counseling might be needed at the work place (8 marks)

QUESTION SIX

- a) Evaluate five strengths and limitations of Rational-Emotive Therapy (10 marks)
- b) Explain five people that identifies the need for counseling (5 marks)