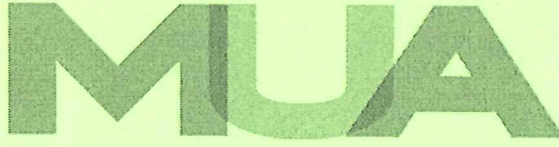


The
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CERTIFICATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

CERTIFICATE IN COUNSELING PSYCHOLOGY

CCP 101 : BASIC COUNSELING TECHNIQUES

DATE: 6TH APRIL 2023

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 **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

COUNSELLING CLIENT CASE STUDY FIRST IMPRESSIONS

Janine 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.

Janine 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 a 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. 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 Janine I am working ethically as a counselor.

I told her that the BACP (British 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 Janine 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 Janine 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 Janine 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.

REQUIRED

- a) Explain how one can use counseling skills effectively. (10 marks)
- b) Analyze the characteristics of a good counselor that would benefit the counseling of Janine. (10 Marks)
- c) Illustrate any key aspects of attending that would make Jasmines counseling effective. (10 Marks)

QUESTION TWO

- a) Demonstrate any eight features of Counselling. (8 Marks)
- b) With reasons, identify four careers that would benefit from good counseling skills. (2 Marks)

QUESTION THREE

Illustrate the five stages in the counseling process (10 Marks)

QUESTION FOUR

- a) Elaborate on how a counselor can attend to a client. (5 marks)

- b) Discuss five reasons why a client may be silent during counseling.
(5 Marks)

QUESTION FIVE

- a) Explain the difference between open and empathic questions.
(4 Marks)
- b) Discuss focusing as brought out by Person centred counseling.
(6 Marks)

QUESTION SIX

- a) Demonstrate the main factors to consider when developing rapport
(7 Marks)
- b) Explain the importance of summaries in counseling
(3 Marks)