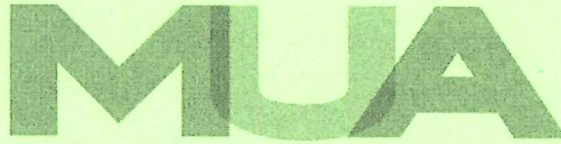


The
Management
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CERIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
CERTIFICATE IN COUNSELING AND PSYCHOLOGY

CCP 101: BASIC COUNSELING SKILLS

DATE: 3RD APRIL 2025

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:

Born in a rural setting, Mwangi was brought up by the grandmother as the mother is always away at work. He is more close to the last born who is a girl as there is not a big gap between their ages. The first born is also a boy but between them there is a gap of 10 years. Mwangi has always wanted to know about his father. He therefore decided to shelve the ambitions of looking for him at the time he would have the resources to look for him. That however did not remove in him the urge to seek out a male figure as he felt that there were questions about him and his development that could only be addressed by a man. During his circumcision for example that was at the age of 12 years he was told that meant he has now become a man and he should act accordingly.

He has been struggling with what being a man means ever since as the only thing that seemed to have been emphasized is that men don't cry and nothing else. He also has had trouble getting and keeping a relationship as he feels women are not to be trusted and that they are out to destroy men. He had gotten into a relationship in which he discovered that the lady was also involved with someone else. When confronted, she told him that she was only with him because he had money and part of it she used to finance their relationship. Mwangi also reports to have anger issues and sometimes he feels it is too excessive for the situations he reacts to. He also complains that he finds it difficult to fall asleep as he is kept awake by the thoughts of how to succeed and also what it really means to be a man. He is also responsible of taking care of his grandmother whose health has been failing. His big brother is barely in contact with anyone one of them as he is out of the country. He sends money though to help with managing things at home. Currently Mwangi is in his final year of study at college and is plagued with thoughts of what next after campus. He is worried he may not be able to get a job and become truly financially independent.

Required:

- a) Explain with examples the type of counseling questions you would use to help you understand issues affecting Mwangi. (12 marks)
- b) For you to be able to start a counseling relationship with Mwangi, you need to create a rapport. Describe what you need to think about to establish an effective rapport (8 marks)
- c) Discuss how you would use effective counseling skills. (6 marks)
- d) Describe the counseling skill you would use to counsel Mwangi. (4 marks)

QUESTION TWO

- a) Describe the concept of counseling. (4 marks)
- b) Explain the role of a counselor in counseling session. (6 marks)

QUESTION THREE

Describe the aim of counseling. (10 marks)

QUESTION FOUR

- a) Counselors use counseling skills to help them better understand and listen to clients. Briefly explain some of the skills you should possess to be an effective counselor (6 marks)
- b) Compare and contrast guidance and counseling. (4 marks)

QUESTION FIVE

- a) Differentiate between reflecting and paraphrasing as used in counseling (6 marks)
- b) Explain the types of questions used in counseling (4 marks)

QUESTION SIX

- a) Discuss why summary is important in counseling (6 marks)
- b) Explain some of the reasons why silence is important to the client. (4 marks)