



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS 2018/2019 ACADEMIC YEAR *SECOND YEAR SECOND SEMESTER*

SCHOOL OF EDUCATION BACHELOR OF EDUCATION (REGULAR)

COURSE CODE: EGC 2208

**COURSE TITLE: COMMUNICATION IN
COUNSELLING**

DATE: 25/4/2019

TIME: 08:30 - 10:30 AM

INSTRUCTIONS TO CANDIDATES

1. Answer Question **ONE** and any other **TWO** questions

QUESTION ONE (COMPULSORY)

- a) Using examples, explain the following concepts in relation to counseling and communication with clients;
- i) Silence
 - ii) Body language
 - iii) Eye contact
 - iv) Sign language
 - v) Tonal variation **(10 marks)**
- b) Explain FIVE components of communication process that can be effectively utilized in counseling **(10 marks)**
- c) Discuss FIVE functions of communication in counselling process **(10 marks)**

QUESTION TWO

Discuss **FIVE** active listening techniques that a counselor can employ for successful communication with client(s) in a session **(20 marks)**

QUESTION THREE

Discuss the ways in which the following ethical issues may influence effective communication in counseling process

- a) Informed consent
- b) Fidelity
- c) Confidentiality
- d) Professional Competency **(20 marks)**

QUESTION FOUR

Explain **FIVE** barriers to effective communication that may jeopardize therapeutic relationship between the counsellor and the client **(20 marks)**

QUESTION FIVE

Discuss **FIVE** counselling skills and how they may enhance communication between the counsellor and the client **(20 marks)**

.....**END**.....