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UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION

FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS

COURSE CODE: GAC 221

COURSE TITLE: COMMUNICATION IN COUNSELLING

DATE: 15/8/2023

TIME: 2.00PM-4.00PM

INSTRUCTIONS TO CANDIDATES

Answer Question One and Any other TWO (2) Questions

TIME: 2 Hours

This Paper Consists of 2 Printed Pages. Please Turn Over.

QUESTION ONE 30mks

- a) Why is communication important in counselling? (5mks)
- b) What are the characteristics of a good communicator (5mks)
- c) Discuss the role of a counsellor in a counselling process (10mks)
- d) How does the organizational culture influence the work relations (10mks)

QUESTION TWO 20mks

- a) When should a counsellor use formal communication (10mks)
- b) Describe the communication process using a well labelled model (10mks)

QUESTION THREE 20mks

- a) Discuss the importance of questioning in counselling (10mks)
- b) Explain five non-verbal skills in counselling (10mks)

QUESTION FOUR 20mks

- a) Explain the importance of empathy in counselling (10mks)
- b) Discuss the purpose of observation skills (10mks)

QUESTION FIVE 20mks

- a) Evaluate the behaviors targeted for change by the counsellors in schools (10mks)
- b) What is the relevance of written communication by counsellors (5mks)
- c) Explain the importance of listening skills during counselling (5mks)