

LAIKIPIA



UNIVERSITY

UNIVERSITY EXAMINATIONS

1ST SEMESTER 2025/2026 ACADEMIC YEAR

SECOND YEAR EXAMINATIONS FOR BACHELOR OF ARTS IN PSYCHOLOGY

PSYC 211: TECHNIQUES AND PRACTICE OF COUNSELLING

STREAM: R

TIME: 2 HRS

DAY: WEDNESDAY (2.30-4.30PM)

DATE: 04/02/2026

THIS QUESTION PAPER CONSISTS OF THREE (3 PAGES)

PLEASE DO NOT OPEN UNTIL THE INVIGILATOR SAYS SO.

Instructions:**Answer question ONE and TWO other****QUESTION ONE (30 MARKS)**

- (a) Explain how the assessment stage in the counseling process helps the counselor understand a client's problems. Use appropriate examples to demonstrate your understanding. **(6 marks)**
- (b) Explain the factors a counselor must consider when identifying appropriate counseling techniques for a client. Cite practical examples to show your understanding. **(5 marks)**
- (c) Mary, a secondary school student, visits your counselling office for help. She complains of feeling overwhelmed with academic work workload. Her parents expect her to achieve a mean grade of B plus but she has never managed despite her efforts. Using Egan's Stage 1 (Exploration), using specific counselor techniques, demonstrate how you would help Mary understand the factors contributing to her feeling overwhelmed. **(9 marks)**
- (d) Evaluate the effectiveness of empathy, genuineness, and unconditional positive regard in building a strong therapeutic relationship. Support your evaluation with examples. **(10 marks)**

QUESTION TWO (20 MARKS)

- a) Using the key dimensions of communication in counseling, develop a holistic communication plan that a counselor could use during the first session with a client presenting with academic stress. Your plan should integrate verbal communication, non-verbal cues, active listening, silence, and digital communication into a unified counseling approach. **(15 marks)**
- (b) Explain the following terms as used in the counselling process: **(5 marks)**
- (i) Congruence
 - (ii) Empathy
 - (iii) Genuineness and
 - (vi) Unconditional positive regard
 - (v) Informed Consent

QUESTION THREE (20 MARKS)

A 19-year-old student reports: *“I’m always exhausted, my grades are slipping, and I can’t seem to stick to a routine.”*

Using Stage 1 (Helping clients tell their story) and Stage 2 (Goal-setting) of the counseling process, show how you would respond in the first two sessions to:

- (a) Build rapport and gather key information, and **(10 marks)**
- (b) Collaboratively set a SMART goal with the student. Include specific techniques and sample of counselor statements. **(10 marks)**

QUESTION FOUR (20 Marks)

- a) Discuss how any four counseling techniques are applied during the counseling process. Provide examples to demonstrate your understanding. **(16 marks)**
- (b) Evaluate the importance of informed consent in counselling **(4 marks)**

QUESTION FIVE (20 MARKS)

- (a) Evaluate the role of a counselor in supporting a client to develop effective strategies and an action plan. In your answer, discuss how the counselor ensures that the strategies chosen are realistic, achievable, and culturally appropriate. **(10 marks)**
- (b) Explain the importance of confidentiality in counseling and discuss the circumstances under which a counselor may need to break confidentiality. Provide practical examples. **(10 marks)**