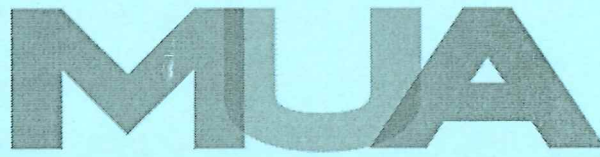


The
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DIPLOMA UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
DIPLOMA IN COUNSELING PSYCHOLOGY

DCP 104: COUNSELING TECHNIQUES AND SKILLS

DATE: 28TH MARCH 2022

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:

When 2020 began, James was excited to begin a journey of his dream career. He was very optimistic that the year would bear good fruits. He had reached a point in his life where he felt stuck and was looking for a way to 'come back to life' as he put it. Therefore the prospects of 2020 made James feel like he had been given a new lease of life. He began to organize his life for early retirement. He also contacted several real estate companies for advice on how to begin the process of being a home owner. He also started thinking seriously about settling down and even the number of children he would want to have. He was full of energy and positivity and was a very jovial and great person to be around. However in the month of March, COVID was declared an international pandemic and everything was shut down. At first, the organization that had promised to sponsor James assured him that nothing would be affected from his end and therefore he had nothing to worry or fear with regards to their association. And therefore he still continued to be in high spirits. What happened next came as a rude shock. In the month April, the organization called James and told him that due to the pandemic a lot of its funds were being diverted to deal with the pandemic and therefore this meant it would affect the stream of money to other departments and among those affected was his. By the month of June it became difficult to continue sponsoring James and he was therefore dismissed with a promise that once things stabilize they would take him back. His world was crushed and he started feeling like he no longer wanted to live. Soon enough he could no longer pay his rent and had to move back home with his parents. He also found himself drinking himself to sleep and soon having conflicts with his family as he was highly irritable and they were concerned about him. They sort counseling because they are tired of having to deal with James' behavior

Required

- a. State five principles of counseling **(5 marks)**
- b. From the case study, discuss how the principles above would assist you in working with James **(5 marks)**
- c. Discuss reasons why people seek out counseling services **(10 marks)**

- d. Given the nature of James' issue, discuss how to go about doing counseling with him, taking into account the unique dynamics that he presents (10 marks)

QUESTION 2

- a. List the key elements of active listening (5 marks)
b. Highlight how to establish rapport with a client (5 marks)

QUESTION 3

- a. Highlight goals of assessment (5 marks)
b. Describe informed consent (5 marks)

QUESTION 4

- a. Define professionalism giving examples (5 marks)
b. Discuss core aspects of dealing with conflict in counseling (5 marks)

QUESTION 5

- a. State when it is appropriate to terminate sessions (5 marks)
b. Discuss the principles of communication (5 marks)

QUESTION 6

- a. Define cultural competence in counseling (2 marks)
b. Discuss the qualities of a cultural competent counselor (8 marks)

