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KIBABII UNIVERSITY

UNIVERSITY EXAMINATIONS

2020/2021 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS

COURSE CODE: GAC221

COURSE TITLE: COMMUNICATION IN GUIDANCE AND COUNSELLING

DATE: 04/10/2021

TIME: 2.00-4.00PM

INSTRUCTIONS TO CANDIDATES

Answer Question One in and Any other **TWO (2)** Questions

TIME: 2 Hours

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

QUESTION ONE

QUESTION ONE

- a) Explain the important of a counsellor to communicate effectively (6mks)
- b) Explain two types of communication (4mks)
- c) Discuss the advantages of face-to face communication (10mks)
- d) Explain the habits that can hurt communication (10mks)

QUESTION TWO

- a) Discuss factors should one consider while using empathy in counselling (10mks)
- b) Explain how behavioral discrepancies can be a stumbling block to communication in counselling. (10mks)

QUESTION THREE

- a) Describe the role of a counsellor in non- verbal communication (10mks)
- b) Explain the main purpose for horizontal communication in an organization (10mks)

QUESTION FOUR

- a) Describe behaviour change process (10mks)
- b) Discuss the purpose of communication when challenging behaviours occur (10mks)

QUESTION FIVE

- a) Describe the counseling setting that can lead to improved communication (10mks)
- b) Discuss factors that influence behaviour change? (10mks)