



KIBABII UNIVERSITY

UNIVERSITY EXAMINATIONS

2021/2022 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: 09/05/2022

TIME: 2-4PM

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

- a) Discuss the purpose of using empathy in counseling (10mk)
- b) Explain the role of observation skills in non-verbal communication (10mks)
- c) Highlight and explain the characteristics of an effective communicator (10mks)

QUESTION TWO

- a) Describe the behavior change process (10mks)
- b) Discuss how behavioral discrepancies can pose a challenge to the counselor (10mks)

QUESTION THREE

- a) Explain the purpose of probing in counseling. (10mks)
- b) How does entertainment influence behavior change (10mks)

QUESTION FOUR

- a) What is the role of a counsellor as a facilitator? (10mks)
- b) Identify and discuss five inter-related communication strategies. (10mks)

QUESTION FIVE

- a) Explain factors that one would consider while choosing a means of communication (10mks)
- b) Discuss the importance of each of elements of communication (10mks)