



END OF TERM EXAMINATION (SEPTEMBER - DECEMBER 2022)

CAMPUS: ONLINE

DEPARTMENT: COUNSELING PSYCHOLOGY

COURSE CODE: CCOU 0220

COURSE TITLE: INTRODUCTION TO CRISIS COUNSELING

TIME: 1800 – 2100

INSTRUCTIONS

- **Read all questions carefully before attempting.**
- **Section A is Compulsory**
- **Answer any TWO questions in Section B**

SECTION A: ANSWER ALL QUESTIONS (20 MARKS)

QUESTION 1

- a) Explain the term crisis counseling. (4 marks)
- b) Differentiate between a situational and a maturation crisis. (4 marks)
- c) Describe how an individual can experience a situational crisis. (4 marks)
- d) Discuss the formula for understanding the four process of a crisis formation. (8 marks)

SECTION B: ANSWER ANY TWO QUESTIONS (20 MARKS)

QUESTION 2

- a) Explain two physical ways an individual could respond to a crisis. (4 marks)
- b) Describe any three characteristics of a crisis counselor. (6 marks)

QUESTION 3

- a) Describe any two goals of crisis intervention. 4 marks
- b) A crisis situation involves a sequence of events that leads individuals from "equilibrium to disequilibrium and back again. Discuss the following components of a crisis situation
 - i) Hazardous Event.(2 marks)
 - ii) Active Crisis State. (2 marks)
 - iii) Reintegration. (2 marks)

QUESTION 4

- a) Discuss the importance of observing ethical guidelines in crisis counselling. 4 marks
- b) Explain the role of the following techniques in crisis counseling
 - i) Active listening. (2 marks)
 - ii) Summarizing. (2 marks)
 - iii) Attending Skills. (2 marks)

QUESTION 5

Case study

Queen is a second year university student and lives alone in a nearby rented accommodation. Her parents and two of her siblings live in their rural home in Kitale. Queen is an active church member she sometimes sings in the worship when time allows her. Three days ago she was violently robbed off her school bag containing her lap top, money, and other important

documents on her way from school. In the process she was bruised and her arm is swollen from falling down as she tried to struggle with the two robbers who took her bag away. She blames herself for the robbery especially the loss of her laptop and her documents saying she should have been more careful. She is traumatized is not able to leave her house. She has no money, phone and her school id,

Using the six steps model of crisis counseling stage three and five explain how you would provide Queen with:

- i) Emotional support. (2 marks)
- ii) Spiritual support. (2 marks)
- iii) Instrumental support. (2 marks)
- iv) Informational support. (2 marks)
- v) Making plans (that are realistic and achievable). (2 marks)