



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF PSYCHOLOGY

MASTERS OF ARTS IN COUNSELING PSYCHOLOGY

END OF SEMESTER UNIVERSITY EXAMINATION

MCP 505: COUNSELING SKILLS AND TECHNIQUES

Date _____

TIME 3 Hours

INSTRUCTIONS

DO ALL THE QUESTIONS IN SECTION 1 AND ANY 2 QUESTIONS IN SECTION 2

Study the case of Monda and answer the questions that follow

Monda is a 28-year-old graphic designer working for a fast-paced marketing agency in Nairobi. From the outside, Monda appears successful. He has a good job, dresses well, and maintains a large social circle. But internally, he is struggling.

Over the past year, Monda has been under constant work-related stress, with tight deadlines, long working hours, and little support from the boss. His performance began to drop, and he started feeling overwhelmed. He worried constantly about losing his job and disappointing his family, who had high expectation. Toward the end of last year, the feeling of worry started to interfere with his sleep patterns and concentration. He often experienced racing thoughts, heart palpitations and a constant sense of dread. Monda became irritable, and withdrew from activities that he once enjoyed.

To cope with the nervousness and work pressure, Monda began drinking alcohol. Initially, he used to drink on weekends, but soon, he started drinking every evening and smoking weed, claiming that it helps him to relax. In the recent past, Monda has become dependent on substances to get through the day. His relationships have been suffering. His girlfriend left after repeated arguments about drinking. He has also been reporting late for work, missing crucial deadlines and using sick offs to recover from hangovers. He knows his behavior is destructive but feels trapped in a cycle he cannot break.

After a stern warning from his employer a frightening panic attack, Monda has decided to seek help from your facility believing that it would help.

SECTION 1 (20 MARKS)

QUESTION ONE

- a) Outline any five key steps covered during an intake interview. (6 Marks)
- b) Using the above case, discuss how clients and counselors can collaboratively develop effective counseling goals. In your response, identify two short term goals and two long term goals (4 Marks)
- c) Justify the rationale for each of the goals identified in question a above (4 marks)
- d) Using relevant example, discuss any three ethical considerations you would navigate as you work with Monda (6 marks)

SECTION 2 (20 MARKS)

QUESTION TWO

- a) Using relevant examples, discuss any two ways a counselor can overcome client resistance in the course of helping process. (4 Marks)
- b) Identify any three strategies a counselor can use to demonstrate an appreciation of a client's cultural identity in counseling (6 Marks)

QUESTION THREE

- a) Identify and describe any two nonverbal skills that are commonly used in counseling (4 Marks)
- b) Using relevant examples, discuss three ways in which non-verbal skills contributes to enhancing the counseling experience (6 Marks)

QUESTION FOUR

- a) Define burnout in the context of counseling (1 Mark)
- b) Describe any three signs of burnout in counselors (3 Marks)
- c) Explore any three self-care strategies that a counselor can use to maintain personal well-being and professional effectiveness (6 Marks)

QUESTION FIVE

- a) Define professional boundaries in the context of counseling (1 Marks)
- b) Identify and explain three common boundary challenges that counselors face when working with clients (3 Marks)
- c) Using relevant examples to support your point, discuss any four strategies that counselors can use to manage boundary violations (6 Marks)