

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF HEALTH SCIENCES**  
**DEPARTMENT OF GENERAL NURSING**

**FINAL EXAMINATION PAPER**

**DATE MAY: 2015**

**TITLE OF PAPER : INTRODUCTION TO COUNSELLING**

**COURSE CODE : HSC 206**

**MARKS ALLOCATION : 75**

**NUMBER OF PAGES : 4**

**TIME ALLOWED : 2 HOURS**

**INSTRUCTIONS : 1. THIS PAPER CONSISTS OF FOUR SECTIONS.**

**2. SECTION 1, 2 AND 3 ARE COMPULSORY AND YOU ANSWER ALL QUESTIONS.**

**3. IN SECTION 4, ANSWER ONLY ONE QUESTION .**

**DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR TELLS YOU TO DO SO.**

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## SECTION 1 MULTIPLE CHOICE QUESTIONS

### ANSWER ALL QUESTIONS

1. A successful counsellor must be able to demonstrate fundamental life skills for counselling, such as;
  - a. Respect, positive regard, empathy, personal knowledge, personal development and congruence.
  - b. Empathy, self-awareness and the use of psychological approaches
  - c. Effective communication skills
  - d. b and c
  
2. The aspect of an individual that houses all the other aspects depends on the wellness of the;
  - a. Cognitive aspect
  - b. Emotional
  - c. Psychosocial
  - d. Physical
  
3. In preparation to conduct a communication session, the counsellor should do all of the following **except**;
  - a. Be crystal clear
  - b. Thank your listener
  - c. Choose late afternoons/ evenings
  - d. Facilitate an open intimate conversation
  
4. The most notable non-verbal communication cue is;
  - a. Use of gestures
  - b. Offering clients a cup of tea
  - c. Being motionless
  - d. All of the above
  
5. The self-awareness theory relates to;
  - a. The way we judge ourselves according to our values
  - b. The concept of the "I" or "me"
  - c. The uniqueness of the self
  - d. The relationship between introspection and self-awareness

**SECTION 2 MATCH IN THE BOX QUESTION**

**QUESTION 1**

**(5 MARKS)**

Match the Concepts in Column A with a Relative description in Column B by writing the number of your choice against the concept in your answer sheet provided;

e.g. ENCODES MESSAGES = 1

COLUMN A (CONCEPTS)		COLUMN B (RELATIVE DESCRIPTION)
ENCODES MESSAGES		1. PHYSICAL, EMOTIONAL, SPIRITUAL, COGNITIVE AND PSYCHOSOCIAL
PSYCHOSOCIAL APPROACH TO COUNSELLING		2. IMPACTS ON COUNSELLOR'S EFFECTIVENESS
SELF-AWARENESS		3. PERSONAL CONSTRUCT
HOLISM IMPLIES TO		4. HAS THE ABILITY TO DISTINGUISH AWARENESS
PSYCHOSOCIAL ASPECT		5. SENDER

**SECTION 3 SHORT ESSAY QUESTION**

Answer all questions in this section. Each section is 10 marks.

**QUESTION 1**

In order for the counsellor to "connect" with the client he/ she should develop a therapeutic relationship. State how the counsellor can best develop a therapeutic relationship during the communication process.

**(10 MARKS)**

**QUESTION 2**

Demonstrate your skills and understanding on how you can best communicate with clients who have the following special needs;

- Deaf and dumb
- Children

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**(10 MARKS)**

**QUESTION 3**

Describe the interventions you know and you would implement to a normal adult client who is experiencing any two emotional responses to illness.

**(10 MARKS)**

**QUESTION 4**

What are the three elements that counsellors need to adopt in order to be effective communicators.

**(10 MARKS)**

**SECTION 4 LONG ESSAY QUESTIONS**

**CHOOSE ONLY 1 QUESTION**

**QUESTION 1**

It is important for a counsellor to be aware of the rationale in counselling. In your understanding, clearly discuss 5 rationale types in counselling.

**(25 MARKS)**

**QUESTION 2**

In order to conduct a successful communication session, the communicator needs to display certain personality characteristics/ skills. In your understanding, discuss 5 characteristics/ skills of an effective communicator.

**(25 MARKS)**

**QUESTION 3**

It is important to be aware of ethical issues in counselling. Discuss 5 ethical issues in counselling and psychotherapy.

**(25 MARKS)**

**MR**