

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
FINAL EXAMINATIONS
MAY 2013

COURSE TITLE: INTRODUCTION TO COUNSELING

COURSE CODE: HSC206

TIME ALLOWED: 2 HOURS

TOTAL MARKS: 75

- INSTRUCTIONS:**
- 1. ANSWER ALL QUESTIONS.**
 - 2. READ QUESTIONS CAREFULLY.**
 - 3. SECTION A HAS MULTIPLE CHOICE QUESTIONS WHICH CARRY 1 MARK EACH.**
 - 4. SECTION B HAS ESSAY QUESTIONS.**
 - 5. WRITE CLEARLY.**

DO NOT OPEN THE PAPER UNTIL PERMISSION IS GRANTED BY THE INVIGILATOR!

SECTION A:

QUESTION 1

Choose the **BEST** answer and write the corresponding **LETTER** only; e.g. 1.1 = A

1.1 Which of the following statements would best define counseling?

- i. A process that enables a person to sort out issues and reach decisions affecting their life
- ii. A means of connecting nurses and their clients.
- iii. An interaction between a professional or trained individual and a client, intended to help the client solve difficulties in psychosocial adjustments affecting their lives.
- iv. A two-way process of reaching mutual understanding, in which participants not only exchange information, news, ideas and feelings but also create and share meaning.

- A. i, iv
- B. i, iii
- C. ii, i, iv
- D. iii, iv

1.2 Which of the following is the capacity for introspection and the ability to reconcile oneself as an individual separate from the environment and other individuals?

- A. Emotional Intelligence.
- B. Self-direction.
- C. Self-awareness.
- D. Ability to empathize.

1.3 In order to be effective counselors we must first be satisfied with ourselves and possess a healthy Self-Concept which includes the following skills

- i. Know Yourself.
- ii. Be proud of yourself.
- iii. Love yourself.
- iv. Be True To Yourself.

- A. iii, i
- B. iii, i, ii
- C. ii, iii, i, iv
- D. i, iii, iv

- 1.4 The following statements describe the self-awareness theory EXCEPT;
- A. Self-awareness is developed through practices in focusing one's attention on the details of one's personality and behavior.
 - B. When people focus their attention on themselves, they evaluate and compare their current behavior to their internal standards and values.
 - C. Self-awareness enables one to empathize and facilitates better personal and professional relationships.
 - D. We become self-conscious as objective evaluators of ourselves.
- 1.5 Which statements describe the counselor's ethical responsibilities to the client.
- i. Avoid relationships or commitments that conflict with the interests of the client.
 - ii. The counsellor should under no circumstances engage in sexual activities with clients.
 - iii. Always be ready with information because you know more than the patient.
 - iv. Serve clients with devotion, loyalty, determination and maximum application of professional skill and competence.
- A. i, ii, iv
 - B. i, ii, iii
 - C. iv, ii,
 - D. i, ii, iv, iii

Questions 1.6 to 1.9 refer to the scenario below

Scenario

Nothando is one of your study group mates; during a discussion she dominates and wants everyone to go along with what she says. She responds to other students contributions with sarcasm and does not even wait for them to finish their statements. She is concerned about achieving the goals she set for herself, however often on others' expense. She frowns and points fingers at others as she speaks fast with a loud voice; she has difficulty in seeing others' point of view and believes that she is always right.

- 1.6 Which style of communication does Nothando portray?
- A. Passive communication style.
 - B. Aggressive communication style.
 - C. Assertive communication style.
 - D. Domineering communicating style.
- 1.7 What would be the reason for Nothando not to benefit much from the study group discussions?
- A. She wastes time and energy over supervising others.
 - B. She concentrates in human relationships.
 - C. She doesn't know where she stands.
 - D. Some people domineer her.

1.8 What are the effects of this communication style on others?

- i. Fosters resistance, defiance, sabotaging.
- ii. Not easy to form a close and trusting relationship.
- iii. Others feel motivated and understood.
- iv. Striking back resulting in the formation of enemies.

- A. ii, iii
- B. iii, ii, i
- C. i, iv
- D. i, ii

1.9 What is the importance of knowing one's own communication style as a nurse?

- A. The nurse will be passionate about what he/she is doing and know why he/she is doing it.
- B. It allows a more patient-centred, goal-directed approach to resolving health issues.
- C. The nurse may not impose limits on his/her own abilities by making negative predictions about one's self
- D. This defines the course of one's life

1.10 The five components of man are:

- A. Spiritual, social, emotional, supernatural and physical.
- B. Physical, cultural, emotional, social and financial.
- C. Psychological, educational, mental, social and financial.
- D. Physical, mental, emotional, social and spiritual.

1.11 During a counseling session, the counselor should keep the following points in mind EXCEPT.

- A. Be patient and revisit topics where necessary.
- B. Always try to pinpoint the problem.
- C. Learn to adopt the client's language.
- D. Use open ended questions.

Questions 1.11 and 1.12 require you select the correct answer that would fill in the gap

1.12 _____ is one of the barriers to effective communication in counseling

- A. Differences in culture.
- B. Differences in food preferences.
- C. Attentive listening
- D. The client's economic status

- 1.13 _____ is the most important tool for general body observation and emotional expression
- A. Physical appearance
 - B. Posture
 - C. Hand movements
 - D. Eye contact

Question 1.14 to 1.19; select the correct answer from A to F and match with the statement in the middle column. e.g. 1.14 = A

1.14	How are you getting along as family?	A. Transference
1.15	Did you use public transport to come to this place ?	B. Reflecting
1.16	Am I correct in understanding that you are angry at your husband for lying straight in your face?	C. Open-ended question
1.17	This is when the counselor introduces himself/herself, the process and the context.	D. Empathy
1.18	James was very angry with his father, during the counselling session; he talks as if he is angry with the counsellor.	E. Closed-ended question
1.19	Understanding of what the client is feeling and of the experiences and behaviours underlying those feelings, without being overwhelmed by one's own emotional response	F. Defining the relationship

Questions 1.20 - 1.25 are TRUE or FALSE questions, Write T or F to indicate the correct answer.

- 1.20 The purpose of counseling is to give advice to clients on which decisions to make in solving their problems.
- 1.21 Behaviour change happens if the discomfort caused by the present behavior is high enough to motivate change.
- 1.22 Some client may find it comforting when you place your hand on their shoulder while some may find it intimidating.
- 1.23 During a counselling session the counsellor should be sympathetic with the client.
- 1.24 Adherence counselling may not be necessary unless the patient has defaulted treatment.
- 1.25 When the test result for HIV is positive the counsellor should tell it as gently as possible, and discuss how best to cope with the results.

25 MARKS

SECTION B

2.1 Discuss the seven basic personal development truths **(7 marks)**

2.2 Discuss the communication process giving examples relating to a counselling session.
(8 marks)

Scenario:

Mrs. Mthembu, a 36 year old client has visited the health care centre for review and to collect her supply of ARVs. During your conversation with her, you find that she expresses feelings of anger towards her husband for continuing cheating on her even after promising her during the presence of their pastor that he was going to change and be faithful. All of a sudden she frowns, stares at you and then starts yelling at you. She says, *“After all its one of you nurses who is going out with my husband, what’s wrong with you nurses?”* She stands up and paces around throwing her hands in an intimidating way and calling you names. She talks loudly pointing fingers at you as if she could beat you up.

2.3 Discuss the strategies you could apply to handle Mrs. Mthembu’s aggressive behaviour.
(10 marks)

25 MARKS

Scenario:

Mr. Timothy Hlatshwayo is a hypertensive patient who smokes more than 20 cigarettes per day. He is taking his hypertensive drugs as advised but his blood pressure remains fluctuating. Nurse Dlamini begins counselling sessions with him to encourage him to stop smoking since this is affecting the control of his blood pressure.

3.1 Discuss how Nurse Dlamini would apply the following principles to motivate behaviour change for this client.

3.1.1 Expressing empathy **(5 Marks)**

3.1.2 Rolling with resistance **(5 Marks)**

3.1.3 Supporting self-efficacy **(5 Marks)**

Scenario

Grace is a new nurse who has been assigned to work in the orthopaedic ward where Mr. Mnisi is a patient. He approaches her having headache which is not responding to the pain killers he is getting. When he started saying something she interrupted and said that the pain could be due to the fact that the pain killers are not very strong. She continued writing as he was talking to her, and when Mr. Mnisi mentioned something about his wife she couldn't pick it as she was answering her phone. She then dismissed him and said he would be given stronger pain killers. When she reported for duty the next morning, the night nurse reported that Mr. Mnisi's wife had brought the news his boss was threatening to replace him on the grounds that he has been ill for too long. Grace felt embarrassed that she had not identified the patient's problem and comes to you for advice.

3.2 Discuss the advice you would give to Grace in order for her to be an active listener.
(10Marks)

25 MARKS

!!**GOOD LUCK**!!