

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE NURSING

NURS 132: COMMUNICATION AND COUNSELLING

STREAMS:

TIME: 2 HOURS

DAY/DATE: THURSDAY 6/12/2018

11.30 A.M. – 1.30 P.M

INSTRUCTIONS

The paper has three sections (A,B and C)

Section A is compulsory

Answer only one question in section B

Answer only one question in section C

SECTION A

1. (a) Explain the following concepts ;
 - (i) Communication
 - (ii) Community mobilization
 - (iii) Organizational communication
 - (iv) Communication skills. [10 marks]
- (b) Differentiate the following;
 - (i) One way and two way communication [4 marks]
 - (ii) Guidance and counseling [4 marks]
- (c) Identify and explain three counselling skills that you can apply among clients in a clinical set up. [6 marks]

SECTION B

2. (a) Explain the term therapeutic communication. [3 marks]
- (b) Describe the following roles of a nurse in therapeutic relationship.

- (i) Teacher
- (ii) Caregiver
- (iii) Parent furrogate
- (iv) Advocate

- (c) Suggest ways in which therapeutic relationship can be achieved during the nurse patient relationship. [10 marks]
3. (a) Clinical service providers should pay attention to the nonverbal messages of their clients. Discuss this statement. [10 marks]
- (b) Suggest ways of counteracting rumors and misinformation at the community levels and during nurse client interactions. [15 marks]

SECTION C

4. (a) Counseling services are very essential in a clinical set ups. Justify this statement in relation to patients counseling needs. [15 marks]
- (b) Explain five qualities of an effective counselor. [10 marks]
5. (a) Describe three counseling techniques as noted by Sigmund Freud in psychoanalytic approach. [6 marks]
- (b) Describe the view of human nature by Carl Rodgers in his client centered approach. [10 marks]
- (c) Describe the Egan's model of counselling. [9 marks]
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