

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD DEGREE OF MASTER OF NURSING

NURS 132: COMMUNICATION AND COUNSELLING

STREAMS:

TIME: 3 HOURS

DAY/DATE: WEDNESDAY 4/12/2019

8.30 A.M – 11.30 A.M

INSTRUCTIONS

SECTION ONE (Answer ALL QUESTIONS)

- (a) Differentiate between;
- (i) Verbal communication and non verbal communication
 - (ii) Therapeutic communication and non therapeutic communication
 - (iii) Sympathy and Empathy
- (b) Explain any six categories of communication barriers. [6 marks]
- (c) Outline the six step process of counselling. [6 marks]
- (d) List five qualities of a good counselor. [5 marks]
- (e) List five unethical behaviour that are not allowed in the counselling profession.
[5 marks]
- (f) List and briefly explain the elements of communication. [5 marks]
- (g) Identify and explain any seven forms of non verbal communication. [7 marks]

SECTION TWO (ANSWER ANY TWO QUESTIONS)

QUESTION TWO (15 MARKS)

Using a well labelled diagram explain Maslow's Hierarchy of needs theory.

QUESTION THREE (15 MARKS)

Explain the following terms used in the psychoanalytic theory.

- (i) Id
- (ii) Ego
- (iii) Super Ego

QUESTION FOUR (15 MARKS)

Discuss the SOLER approach as used in communication.
