

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN NURSING

NURS 132: COMMUNICATION AND COUNSELLING

STREAMS: BSC NURSING

TIME: 2 HOURS

DAY/DATE: MONDAY 4/12/2017

8.30 A.M – 10.30A.M

INSTRUCTIONS:

- **This paper has three sections**
- **Section A is compulsory**
- **Section B is answer only one question**
- **Section C: Answer only one question**

SECTION A (30 MARKS)

1. Differentiate the following :

- (i) Intrapersonal and interpersonal communication. [2marks]
- (ii) One way and two way communication [2marks]
- (b) Elaborate six ways of minimizing communication barriers between a clinical service provider and client. [6marks]
- (c) Discuss the five steps to behavior change. [10marks]
- (d) Consider the following case : Ravin is a doctor in the medical field. He argues that he does not know that smoking is bad for him since he started smoking when he was 15 years old. He is now over 50 years. He claims that he has the intention of stopping smoking but he does not know how to stop the habit. From the case of Ravin answer the following questions.

- (i) Identify in which step of behavior change the doctor is. [1mark]
- (ii) Describe the message you would give to the doctor if he visits you and ask for advice. [3marks]
- (e) It is essential that health care providers pay attention to the non verbal messages of their clients. Discuss this statement. [6marks]

SECTION B (20MARKS)

2. Identify three common rumpurs of misconceptions in relation to health care and describe each of the, under the following :
- (i) Rumour or misconception
- (ii) Reason or the source
- (iii) Issue or problem
- (iv) Solution [12marks]
3. (a) Explain the meaning of merapeutic communication [2marks]
- (b) Explain the role of a nurse in a merapentic relationship with a patient. [8marks]
- (c) Analyse critically the verbal interpersonal communication skills appropriate to nurse patient relationship. [10marks]

SECTION C (20MARKS]

4. (a) Describe the aims of counseling services offered in a clinical set up. 6marks]
- (b) Describe the qualification of an effective counselor. [5marks]
- (c) Discuss the following counseling ethical issues in relation to nurse-patient relationship.
- (i) Confidentiality [3marks]
- (ii) Self disclosure [3marks]
- (iii) Dual relationship [3marks]
5. Describe the following theories of counseling.

(a) Person centred theory.

[10marks]

(b) Psychanalytic theory.

[10marks]
