



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2022/2023 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF EDUCATION  
BACHELOR OF EDUCATION WITH GUIDANCE  
AND COUNSELING**

**COURSE CODE: EGC 2208-1  
COURSE TITLE: COMMUNICATION IN  
COUNSELLING**

**DATE: 18<sup>TH</sup> APRIL 2023**

**TIME: 1430 – 1630 HRS**

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## **INSTRUCTIONS**

- 1. Answer ALL questions in Section A and ANY TWO in section B**
- 2. DO NOT WRITE ANYTHING ON THIS PAGE**

## **SECTION A**

### **QUESTION 1 Compulsory Question. This question carries 20 marks**

- a). Define the term communication in counselling (2mks)
- b) Describe the basic elements that make communications process complete (8mks)
- c). Elaborate on the importance of visual communication in counseling (10mks)

## **SECTION B Answer Any Two Questions**

### **QUESTION 2**

- a) Discuss the advantages of non-verbal communication (10mks)
- b) Analyze **THREE** principles of effective communication (5mks)

### **QUESTION 3**

- a) Write brief notes on the following:
  - i). Active listening/observation in communication
  - ii). The Principle of Attention in communication
  - iii). Turn taking in communication (6mks)
- b) Describe **FIVE** ways of overcoming barriers in non-verbal communication in counselling (9mks)

### **QUESTION 4**

- a). Discus three counseling techniques used by counselors in communication (5mks)
- b) Determine five ways in which a counsellor would enhance effective communication (10mks)

### **QUESTION 5**

- a). Discuss five barriers to effective communication (10mks)
- b) Elaborate on advantages of verbal communication in counselling (5mks)

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