Answer Question ONE and any other Three questions

This paper consists of 2 printed pages. Please turn over.

Question One

a) Work place counselling is so important to an organization. Give reasons why be embraced by all managers

(10mks)

b) Discuss by use of examples the factors that may affect effect counselling

(10mks)

c) What are the challenges that managers face during counselling process

(5mks)

Question Two

a) Discuss the qualities of a good counsellor

(10 mks)

b) Give reasons why communication is important in counselling

(5mks)

Question Three

a) What are the counselling techniques that are applicable by counselors in most institutions

(8mks)

b) Explain the emerging issues that managers deal with

(7 Mks)
Question Four
a) Discuss by use of examples the theories of counselling.
   (8mks)

b) How can a trait of a counsellor affect counselling
   (7mks)

Question Five
a) By use of examples discuss the areas of counselling in human resource management
   (10 mks)

b) Explain the ethics that should be observed by counsellors
   (5mks)

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