



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2023/2024 ACADEMIC YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF EDUCATION  
BACHELOR OF EDUCATION**

**COURSE CODE: EGC 2208-1  
COURSE TITLE: COMMUNICATION IN  
GUIDANCE AND COUNSELING**

**DATE: 23/04/2024**

**TIME: 830-1030HRS**

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**INSTRUCTIONS TO CANDIDATES**

Answer Question **ONE** and any other **TWO**.

*This paper consists of 3 printed pages. Please turn over*

### **QUESTION ONE (COMPULSORY-20MARKS)**

- a). With examples, distinguish between open and closed questions that counselors use to obtain information from clients. **(4 Marks)**
- b). Examine the following principles of communication in the interaction between counselor and client. **(6 Marks)**
- (i) Conciseness
  - (ii) Consistency
  - (iii) Courtesy
- c). Discuss the Transactional model of communication in counseling with an illustration. **(10 Marks)**

### **QUESTION TWO**

- a). Describe the following elements of communication. **(6 Marks)**
- (i) Encoding:
  - (ii) Decoding:
  - (iii) Noise:
- b). One of the aims of family counseling is restoring healthy communication in families. Discuss **THREE** barriers to effective communication in families that may be addressed in family counseling. **(9 Marks)**

### **QUESTION THREE**

- a). During counseling sessions, participants' body language and gestures can aid or hinder communication. In this context, examine how the following impact communication: **(6 Marks)**
- (i) Posture:
  - (ii) Gestures:
  - (iii) Proximity:
- b). Counselors can employ various communication media in counseling to optimize clients' benefits from counseling. Discuss **THREE** considerations for selecting appropriate communication media for use in counseling. **(9 Marks)**

### **QUESTION FOUR**

- a). Counselors should show empathy in their relationships with clients. Explain how a counselor can demonstrate empathy using verbal affirmations with an example. **(3 Marks)**
- b). Communication technology can help counselors offer better services to clients but it poses potential ethical problems. Discuss **FOUR** ethical considerations when using technology in counseling. **(12 Marks)**

### **QUESTION FIVE**

- Discuss five challenges counselors are likely to encounter when doing online counseling and ways to mitigate those challenges. **(15 Marks)**

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