



“Investing in Africa’s future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

DEPARTMENT OF BIOMEDICAL AND LABORATORY SCIENCES

NSNS 305: COMMUNICATION AND COUNSELING SKILLS

END OF SEMESTER EXAMINATIONS

NOVEMBER 2022

LECTURER: DR A. KAPFUNDE

DURATION: 3 HRS

INSTRUCTIONS

Answer Any 4 questions

The mark allocation for each question is indicated at the end of the question

Credit will be given for logical, systematic and neat presentations

Question 1

Discuss the characteristics/attributes of an effective counsellor. (25 marks)

Question 2

Citing examples explain how environment and individual counsellor's appearance influence the outcome of a counselling session. (25 marks)

Question 3

A 22-year-old female drug addict comes to you seeking help on how to quit drugs. Describe how you would assist this lady? (25 marks)

Question 4

- a. Outline the advantages of oral communication. (15 marks)
- b. Describe factors to be considered when choosing appropriate media for effective communication in an organization. (10marks)

Question 5

Discuss how individual behaviour and attitudes affect interpersonal relationships in a organisation or university citing appropriate real life examples? (25 marks)