



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING

NSNS 305: COMMUNICATION AND COUNSELLING SKILLS 1

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL 2026

LECTURER: Dr V. K. CHIKANYA

DURATION: 3 HOURS

INSTRUCTIONS

Answer any **four (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 PRESENTATION

Question 1

Describe the stages of the communication process.

25 Marks

Question 2

a) What is non-verbal communication?

1 Mark

b) Explain what the acronym KISS means in verbal communication.

3 Marks

c) Outline the basic principles of communication.

21 Marks

Question 3

Explain the factors to consider when choosing communication media.

25 Marks

Question 4

a) Enumerate the components of counselling.

3 Marks

b) Outline the advantages of individual counselling.

4 Marks

c) Demonstrate the steps that a counsellor follows to build a relationship with a client seeking counselling services.

18 Marks

Question 5

Describe the common obstacles encountered in counselling.

25 Marks

END OF PAPER