



**MASINDEMULIROUNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2020/2021 ACADEMIC YEAR

SECOND YEAR FIRST TRIMESTER EXAMINATIONS

FOR THE DEGREE

OF

BACHELOR OF SCIENCE IN PHYSIOTHERAPY

COURSE CODE: BSP 216

COURSE TITLE: COUNSELING AND MENTORSHIP

DATE: ----- TIME: -----

Spring

INSTRUCTIONS TO CANDIDATES

Answer all Questions

Sec A: Multiple Choice Questions (MCQ) 20 Marks

Sec B: Short Answer Questions (SAQ) (40 marks)

Sec C: Long Answer Questions (LAQ) (40 marks)

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over.

SECTION A MULTIPLE CHOICE QUESTIONS

20 MARKS

1. Coaching involves all of the following except one
 - A. Educating
 - B. Instructing
 - C. Training
 - D. Advising
2. Which one of the following focuses on teaching shorter-term job-related skills?
 - a. Counselling
 - b. Mentoring
 - c. Coaching
 - d. A and C
3. A process for the informal transmission of knowledge, and psychological support which are relevant to work, or career development, best defines
 - a. Counselling
 - b. Mentoring
 - c. Coaching
 - d. A and C
4. _____ is often seen as a longer term process, for example offering support during a career change such as induction or becoming a senior manager
 - a. Mentoring
 - b. Counselling
 - c. Coaching
 - d. Training
5. _____ is frequently delivered by line managers with their teams.
 - a. Coaching
 - b. Training
 - c. Mentoring
 - d. Counseling
6. Which one of the following is not a role of a counsellor?
 - a. Carry out individual and group counselling
 - b. Plan motivational program for students and staff
 - c. shares experience and advices a junior person
 - d. Help the individual to maximize his potential and capability
7. Counselling is an intimate form of learning, it demands a practitioner who is willing to shed ;
 - A. Stereotypes
 - B. Pride
 - C. Self esteem
 - D. Relations
8. Ability to put oneself into another's shoes i.e experience the view point of another within oneself is called
 - a. Sympathy
 - b. Empathy
 - c. Concern
 - d. Care

9. Feeling the sadness a family is feeling from the loss of their child is _____
- Empathy
 - Sympathy
 - Active listening
 - Contatement
10. Which one of the following is not a purpose of open ended questions in counseling
- To encourage client elaboration
 - To elicit specific examples
 - To motivate clients to communicate
 - To identify parameters of a problem or issue
11. Which of the following is not a purpose of paraphrasing
- To convey that you are understanding him/her
 - Help the client by simplifying, focusing and crystallizing what they said
 - May encourage the client to elaborate
 - Provide a check on the accuracy of counselee perceptions
12. The Counsellor should not do all of the following except
- Argue
 - Dwell on their own difficulties
 - Solve the problem for the client
 - Treat the patient in public
13. _____ It is the feeling I have about my self-concept
- Self esteem
 - Self-analysis
 - Self-efficacy
 - Self-reflection
14. Which one of the following is not true about feedback
- Is meant to improve effectiveness & be developmental
 - Focuses on personalities
 - Is specific, with evidence
 - Focuses on performance
15. The following external conditions affect giving feedback except one
- Timing
 - Place
 - Personality
 - Understand what is at stake
16. Which one of the following is not principle in leader's inventory?
- Know yourself
 - Know you job
 - Accept responsibility
 - Develop a plan
17. Which one of the following is an open ended question
- "Do you drink often?"
 - "Do you exercise?"
 - "Do you like your job?"
 - Why is that important to you?"

18. Which one of the following is not an advantages of mentorship for the mentor
- Career advancement
 - Career enhancement
 - "Passing the torch to a new generation"
 - Learning from mentee – new technologies, new developments, important features of next generation
19. _____ is echoing back of the last few words that the client has spoken.
- Summary
 - Reflection
 - Review
 - Recap
20. Sigmund Freud maintains that personality consists of three related elements. These are:
- Id, ego and superego
 - Id , ego and superid
 - Ego, id and superid
 - Eg, id and superego

SECTION B: SHORT ANSWER QUESTIONS

Bold

40 MARKS

- Differentiate between counselling and coaching 8 marks
- Enumerate six basic counselling skills 6 marks
- Name ten qualities of an ideal Mentor 10 marks
- Explain the guidelines for receiving feedback 10 marks
- Explain how ~~can one~~ improve his leadership skills 6 marks

Describe
one can his/her

SECTION C: LONG ANSWER QUESTIONS

Bold

40 MARKS

Answer any two questions

- Discuss barriers to effective communication 20 marks
- ~~Discuss on methods one how to be an effective counsellor~~ *an organisation* 20 marks
- You have been selected in ^{to a} leadership position within your Faculty, discuss leadership traits you should have to be able to discharge your duties effectively 20 Marks

Discuss the appropriate Methods of becoming an effective Counsellor.

BSP 216 COUNSELING AND MENTORING (3 Units)

Purpose of the Course

Counselling and mentoring introduces the student to knowledge for developing and managing the mentor/mentor relationship. As communities and institutions are looking at different ways to develop skills of the learners and people, mentoring is becoming a much used method.

Expected Learning Outcomes

The study of these subjects will help the student to understand and best practice in developing counselling and mentoring relationships while planning appropriate treatment methods.

It allows the student to understand the skills needed for effective counselling and mentoring behavior.

Prepare the students to function as mentors and counsellors to clients and community.

Course Content:

Introduction: - Defining and the differences between mentoring, coaching and counselling. Skills, attitudes and personal qualities needed by counsellors. Listening, responding and other counselling skills. An introduction to the psychodynamic approach and a brief comparison with other approaches in counselling. Personal development: finding out more about yourself and why this is important for counsellors. What are the benefits of mentoring? Outline the role of a mentor and the role of a mentee. Mentoring skills:-Explain the skills required to be an effective mentor? Discuss how you can develop these skills. The Mentoring Relationship: - Setting up the mentoring relationship; Setting expectations. The responsibilities of the mentor and the mentee; Preparing and holding an effective mentor/mentee meeting

Mode of Delivery

Lectures
Audio-visual Aids
Demonstration
Hands on practical in the lecturer room

Course Assessment

Written examination 70%
Continuous assessment Examination 30%

Core Reading Materials

Prout, T. A., Wadkins, M. J., & Sussman, S. W. (2014). Essential interviewing and counseling skills an integrated approach to practice.

McLeod, J., & McLeod, Julia. (2011). Counselling skills a practical guide for counsellors and helping professionals (2nd ed.). Maidenhead: Open University Press.

McLeod, J. (2013). *An introduction to counselling*. (5th ed..).

Phillips-Jones, L. (2003) *The Mentee's Guide: How to Have a Successful Relationship with a Mentor*. CCC/The Mentoring Group, 13560 Mesa Drive, Grass Valley, CA 95949, 530.268.1146.

Phillips-Jones, L. (2003) *The Mentor's Guide: How to Be the Kind of Mentor You Once Had—Or Wish You'd Had*. CCC/The Mentoring Group, 13560 Mesa Drive, Grass Valley, CA 95949, 530.268.1146

Phillips-Jones, L. (2003) *Strategies for Getting the Mentoring You Need: A Look at Best Practices of Successful Mentees*. CCC/The Mentoring Group, 13560 Mesa Drive, Grass Valley, CA 95949, 530.268.1146.

Phillips-Jones, L. (2001 revision) *The New Mentors and Proteges: How to Succeed with the New Mentoring Partnerships*. CCC/The Mentoring Group, 13560 Mesa Drive, Grass Valley, CA 95949, 530.268.1146.