

KOLEJ UNIVERSITI TUNKU ABDUL RAHMAN
FACULTY OF SOCIAL SCIENCE, ARTS AND HUMANITIES

ACADEMIC YEAR 2016/2017

JANUARY/FEBRUARY EXAMINATION

AHLA2134 COUNSELLING SKILLS

THURSDAY, 19 JANUARY 2017

TIME: 6.30 PM – 8.30 PM (2 HOURS)

DIPLOMA IN SOCIAL SCIENCE
(COUNSELLING)

Instructions to candidates:

Answer **ALL** questions.

Write your answers in the answer booklet provided.

AHLA2134 COUNSELLING SKILLS**Question 1**

- (a) Explain “*working alliance*”. (5 marks)
- (b) Describe **FOUR** aspects of multicultural guidelines and competencies in counselling session. (20 marks)

[Total: 25 marks]

Question 2

- (a) Explain **THREE** elements required during structuring a session in counselling process. (9 marks)
- (b) Describe **FOUR** main concepts of attending behaviour skills that may exist in multicultural differences. (16 marks)

[Total: 25 marks]

Question 3

- (a) Suggest **THREE** ways of using open and close- ended questions that may encourage clients talk more freely with the counsellor. (12 marks)
- (b) Identify **THREE** important skills of accurate listening practised by the counsellor. (13 marks)

[Total: 25 marks]

Question 4

- (a) Apply **THREE** influencing skills of the “1-2-3” strategic model in helping clients to maintain participation during the session. (13 marks)
- (b) Discuss any **THREE** techniques of reflecting feelings and provide **ONE** example for each technique. (12 marks)

[Total: 25 marks]