

NATIONAL UNIVERSITY OF LESOTHO
DEPARTMENT OF SOCIOLOGY & SOCIAL WORK
SW 2307: COUNSELLING PROCESSES AND SKILLS

BSW EXAMINATIONS

AUGUST, 2023 MARKS: 75 Time: 2 HRS: 30 Minutes

INSTRUCTIONS: ANSWER ANY **THREE** QUESTIONS
EACH QUESTION CARRIES 25 MARKS

1. Elaborate on **THREE** types of listening skills and explain how they are used in the counselling process.

2. Discuss the stages of communication and the importance of feedback in the counselling process.

3. Examine the relevance of the social learning theory to the counselling process.

4. With relevant examples, elaborate on the stages of Communication in the counselling process.

5. Compare and contrast with critical analyses the **TWO** types of communication in the counselling process.