INSTRUCTIONS:

- Answer question ONE (compulsory) and any other TWO questions

QUESTION ONE

(a) Discuss the concept of the term work and work place (10 marks)
(b) “Inability to implement work place counselling programmes at the work place will always have negative effects to the workers”. In light of this statement discuss the benefits of implementing work place counselling. (10 marks)
(c) Under what circumstances would employees require counselling in the work place? (10 marks)

QUESTION TWO

(a) Describe how you would identify issues that require immediate intervention in the work place. (10 marks)
(b) Describe the Line Manager’s role in Counselling at work place (10 marks)

QUESTION THREE

(a) Discuss the origin of the concept of Quality of Work Life in the work place (10 marks)
(b) Discuss the relationship between quality work life and productivity. (10 marks)

QUESTION FOUR

(a) Describe the Counseling Process (10 marks)
(b) Discuss the qualities of an effective Counselor in a work place (10 marks)

QUESTION FIVE

(a) Discuss the counseling errors that are committed by counselors in the work place (10 marks)
(b) Discuss the factors that would hinder employees from seeking counseling services within their work places. (10 marks)