



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

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JANUARY – APRIL 2018 TRIMESTER

FACULTY OF ARTS AND SOCIAL SCIENCES

DEPARTMENT OF PSYCHOLOGY

REGULAR PROGRAMME

BCP 324: COUNSELOR BURNOUT AND MANAGEMENT

Date: APRIL 2018

Duration: 3 Hours

INSTRUCTIONS: Answer Question ONE and any other THREE Questions

- Q1. a) State five personality-related sources of burnout (5marks)
- b) List five work related causes of stress (5marks)
- c) Highlight the key concepts of Cherniss model of burnout (5marks)
- d) State five reasons why burnout prevention is important to a counsellor (5marks)
- e) State five functions of counsellor supervision in burnout management (5marks)
- Q2. Using examples explain five (5) differences between stress and burnout (15 marks)
- Q3. Using work place illustrations describe the five stages of burnout development (15 marks)
- Q4. You have been invited to give a talk to senior management of an organization on burnout. Discuss the work place burnout prevention strategies you would propose to the management (15 marks)
- Q5. You have just conducted an assessment for burnout among school peer counselors. The school counselor has requested you to provide a written report

for each of the students assessed. Describe the major sections of the burnout assessment report
(15 marks)

- Q6. As a psychology consultant you have the following client referred to you for help. Palmer is co-founder of 7Days, a management consultancy business. She earns £200,000 a year and lives with her husband Adrian, 42, who works part-time, and their seven-month-old son Archie, in Buckinghamshire. There are several factors that make her feel stressed: being the family's principal breadwinner; making sure her employees are paid; the constant pressure to win new business; and worrying about whether she spends enough time with her son. But she thrives on the pressure of her job and, because she feels largely in control of her life, says that her stress levels are manageable. 'Of course, I feel stressed because running your own business is a 24/7 commitment. It is very difficult to walk away and switch off or to wind down. However, when I think about my mother, who had to worry about whether she had enough money to put food on the table, I think she would have encountered far greater levels of stress than me. Having had a childhood without much money, I think that would be the biggest source of stress anyone could have. Even though Palmer thinks she can manage her stress, she has of late exhibited problem with sleep, concentration at work and occasionally she shouts at her loyal customers. Using Conservation of Resources Theory develop intervention strategies that you would use to stabilize Palmer.
(15 marks)

END