

M.A. DEGREE EXAMINATION, NOVEMBER 2018
II Year III Semester
Core Elective -III
COUNSELLING SKILLS FOR MANAGERS

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

Write a short note on the following.

1. Counseling
2. Attitude
3. Counselor
4. Counseling Process
5. Learning
6. Employee Counseling
7. Performance Counseling
8. Organizational Culture
9. Team Counseling
10. Gestalt Counseling
11. Disengaged Employee
12. Family Counselling

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Difference between Empathy and Sympathy.
14. Explain the Counselors attitude in assessing an employee performance.
15. Briefly explain the evolution of Counseling Service in Organisations.
16. Explain the process of Counselling.
17. Discuss about the approaches to Counseling.
18. What are the Do's and Dont's of Counselling.
19. When can the termination of relationship takes place between an employee and a counselor?

Section C ($3 \times 10 = 30$) Marks**PART - A - Case Study - Compulsory Question**

20. Mr. George, 28 year old male, having completed 2 year technical college degree in air conditioning & refrigeration, changed 3 different jobs in just 8 years. He is unable to interact positively with people, easily irritated by others, especially supervisors. At this situation, as a Manager, How Mr. George might be counseled from different theoretical orientations?

PART - B

Answer any **TWO** questions

- 21. Elaborate the Counseling Process
- 22. Discuss in detail various counseling methods.
- 23. Explain the Counseling Goals.
- 24. Discuss the skills required for a Manager in the process of Counseling.

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