

M.A. DEGREE EXAMINATION, APRIL 2019
II Year III Semester
COUNSELLING SKILLS FOR MANAGERS

Time : 3 Hours

Max.marks :75

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

Answer any **TEN** questions

1. Counseling
2. Values
3. Counselor
4. Termination
5. Behavior
6. Performance Counseling
7. Psychoanalytic tests
8. Organizational Climate
9. Individual Counseling
10. Gestalt Counseling
11. Employee Engagement
12. Exit Interview

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

Answer any **FIVE** questions

13. Discuss about the Importance of Employee Development
14. Explain the attitude of a culturally skilled counselor.
15. Briefly explain the Importance of Counseling Service in Organisations.
16. Explain the Responsibilities of a counselor in handling problems
17. Discuss about the Counseling Procedure.
18. How leadership qualities pave way to improve counseling process?
19. How a Human Resource Manager plays the role of a Counselor in handling employees?

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

20. Mr. Gregory, a Production Manager, has a team of 22 employees of various levels into his production department, often find it very difficult to complete the project as per the schedule. As a HR Manager how will you play the counselor role in making the team to work with commitment and what type of counseling would you feel appropriate in this case, justify your answer.

PART - B

Answer any **TWO** questions

- 21. Elaborate the Counseling Process
- 22. Discuss in detail how understanding program management and development is importance for Counseling.
- 23. Explain the types of standardized tests in Human Assessment for Counseling.
- 24. Discuss the skills required for a Manager in the process of Counseling.

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