

**M.A. DEGREE EXAMINATION, NOVEMBER 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. Define the term counselling.
2. What is empathy?
3. What is called Performance counselling?
4. What are the stages in counselling?
5. List out any four counselling skills for managers.
6. What is follow up in counselling process?
7. What are called interventions?
8. What are Problem solving skills?
9. What is called directive counselling?
10. What is conflict?
11. What is called job dissatisfaction?
12. What is frustration?

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

Answer any **FIVE** questions

13. Explain the client - centred approach to counselling.
14. Explain the importance of counselling.
15. How can the counsellors develop the relationship with employees in counselling process?
16. What are counselling skills required for managers?
17. List out the problems needed for counselling.
18. What are the requirements of effective counselling?
19. What are different types of Counselling?

**Section C** ( $3 \times 10 = 30$ ) Marks

**PART - A - Case Study - Compulsory Question**

20. What is SWOT Analysis? How it can be helpful for self-development?

**PART - B**

Answer any **TWO** questions

21. Explain the Counselling process.
22. Explain the techniques used in counselling process.
23. How to assess the client problems in counselling?
24. Explain about Performance counselling process.

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