

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 counselling.
2. What is Performance Counselling?
3. Define empathy.
4. What do mean by rapport building?
5. Who is a counsellor?
6. What do you mean by spiritual counselling?
7. What are interventions in Counselling?
8. Write brief notes on family counselling.
9. Define organisation climate.
10. What do you mean by workplace counselling?
11. Write down any 2 major roles of a counsellor.
12. What are the benefits of counselling?

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

Answer any **FIVE** questions

13. Explain in detail the significance and nature of counselling.
14. Discuss in detail the role of counsellor.
15. Differentiate sympathy vs. empathy with suitable examples.
16. What are the do's and don'ts of counselling?
17. Describe the client assessment types of counselling.
18. Mention few special problems in counselling.
19. Explain the steps in counselling process.

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

20. Leah is a 24 year old woman who was recently discharged from the Army on medical grounds. During her four years in the Army, Leah experienced high levels of stress and anxiety which she coped with by drinking heavily.
1. Explain what strategy will you adopt for Leah and why?
 2. Explain is the role of counsellor in Leah's case?
 3. What are the physical and mental barriers to Leah found in the case?

PART - B

Answer any **TWO** questions

21. Explain the various approaches to counselling.
22. Explain in detail the strategies of a counsellor.
23. Counsellor's self disclosure plays a vital role in counselling - justify.
24. How does counselling help to improve organisation performance.

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