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5. One of your friend has registered on the matrimonial site and she is being rejected by the grooms registered there for the marriage proposal, she is feeling totally depressed and helpless. You took her to the counsellor. What steps the counsellor will use to counsel her to overcome the negative thought she is carrying. 10

**Unit-III**

6. The main objective of a counsellor is to make behavioral correction in a patient. What testing will you conduct for a patient having sadistic tendencies? 10
7. How does SWOT help in defining the problems of a group of disgruntled workers. Briefly design a strategy to pacify them. 10

**Unit-IV**

8. How does effective counselling improve the work environment and set the parameter for cultural climate of an organisation? 10
9. What negative emotional parameters are evolving in the mindset of retiring employees? What sort of counselling do they require at this stage? 10

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Roll No. \_\_\_\_\_

**MS-3101**

M.B.A. (Fourth Semester)

Examination, 2015

O.B. & H.R.D.

Counselling Skills for Management  
(HR-432)

**Time Allowed : Three Hours ] [Maximum Marks : 70**

Note : Answer five questions in all, Question No.1 is compulsory. In addition attempt one question from each unit.

1. Read the case given below and answer the questions that follow.

**Case study**

Pamela is very proud of her career. She explains how she has worked harder than those around her in her male dominated industry to get where she is today. She has had to sacrifice a lot over the years but Pamela is adamant that those sacrifices were worth it-and so are the long working hours.

She looks around at what her female friends have though and sometimes is a little jealous

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that they have settled down and had families.

Pamela is single and very independent. She describes herself as a perfectionist and she is aware that she agonizes over being "good enough" at work. Her social life was one of her sacrifices. She only has a few close friends left; she doesn't feel as though she can associate with most people.

She has come to counseling because her parents and friends have noticed that over a period of months, she has lost a lot of weight and Pamela says they have described her as looking "ill."

Pamela knows she has always been fastidious about her diet but admits that this has become an obsession and food is starting to become abhorrent to her. She has been existing on one small meal at lunch time, so her co workers do not suspect that she is severely limiting her food intake. Recently though, she has only been eating an apple at lunch time. She says she keeps going by drinking coffee; this gives her the energy to tackle the latest project.

She has noticed a decline in the quality of her work because she is becoming disorganized. Her restrictive eating patterns are impinging on her job and she is concerned that she can-

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not face eating enough to allow her to keep the most important thing in her life; her career.

Questions :

- (a) What are the environmental reasons for the decline in Pamela's work quality?
- (b) What strategy should the counsellor evolve in finding solution to Pamela problem?
- (c) What misconceptions led Pamela to set her personal goals? How did her life style affect her physical/mental objectives. 10x3

**Unit-I**

- 2. What do you understand by management counselling? Elaborate some of the major factors contributing to the growth of counselling.

10

- 3. Explain with an example of your own choice the various steps involved in the counselling process.

10

**Unit-II**

- 4. Explain the role of verbal and non-verbal communication in counselling. Highlight specifically the role of effective listening in accomplishing a successful counselling process.

10