



QP CODE: 24802909



24802909

Reg No :

Name :

MBA DEGREE EXAMINATION, MAY 2024

Fourth Semester

Faculty of Management Science

Master of Business Administration

Elective - MB820408 - COUNSELING SKILLS FOR MANAGERS

2019 Admission Onwards

39687400

Time: 3 Hours

Maximum Marks: 60

Part A

*Answer any **five** questions. Each question carries **2** marks.*

1. What is a Smart goal in Counseling?
2. What is the first phase of the counseling process?
3. List down the personal skills needed for a counselor?
4. Define Insight oriented therapy.
5. What problem do counselors deal with?
6. How do you conduct employee counseling at a workplace?
7. Mention some of the causes for job stress?

(5×2 = 10 Marks)

Part B

*Answer any **five** questions. Each question carries **6** marks.*

8. Psychoanalytical approach to counseling emphasizes on the interaction of the unconscious processes. Explain how does this approach helps in resolving the personal problems of the clients.
9. Outline the specific strategies or programs to facilitate behavioral changes among clients.





10. Discuss some of the specific techniques which could be used by the counselor to help alleviate the stress and anxiety of the client.
11. Explain Socratic questioning.
12. Explain the meaning and importance of sample anxiety hierarchy.
13. Illustrate how does employee counseling benefit the organization?
14. Explain the meaning and importance of sample anxiety hierarchy.

(5×6 = 30 Marks)

Part C

Answer any **two** questions. Each question carries **10** marks.

Question number 17 is compulsory .

15. "The management, as well as the employees are generally found to be disengaged with the concept of counseling". As a manager what possible role can you play to help overcome this dis-engagement?
16. Describe the skills that help a counsellor find out the problem areas and search for its solution.

Compulsory Question

17. A manager of administration with a large pharmaceutical company observed a highly valued supervisor's involvement in a growing number of conflicts with the sales division. Complaints from regional sales managers increased to the point where some action had to be taken. The manager initiated a counselling process with the supervisor to address the issue. Performance problems were identified and expectations were clarified. The manager also coached the supervisor on how to conduct himself in future interactions with sales personnel. The counselling process helped identify that the supervisor required additional computer training in order to keep up with demands on the job. Counselling and encouragement helped the manager to unlock this supervisor's potential. Within two months, complaints from the sales manager stopped, and positive reports were received.

- 1) What is the problem in the case?
- 2) How does performance counselling improve the situation in case?

(2×10 = 20 Marks)

