

Name:  
Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, Dec 2020**

**Course: Counselling Skills for Managers**  
**Program: BBA Core HR**  
**Course code: HRES 3004**

**Semester: V**  
**Time: 03 Hours**  
**Max. Marks: 100**

**SECTION A**

- 1. Each Question will carry 5 marks**
- 2. Instruction : Select the most appropriate answer**

		Marks	CO
Q 1	The Gestalt Theory is major work of  a. Sigmund Freud b. Aaron Beck c. Dr. Ellis d. F Pearls	[5]	CO1
Q2	A Transaction where you say something and mean something else is called  a. Complimentary Transaction b. Crossed Transaction c. Ulterior Transaction d. None of The Above	[5]	CO1
Q3	Which is true for Ethics and Counseling?  a. Counseling is always ethical by design b. Counselor should follow a strict ethical code c. Ethics is separate from counseling d. Responsibility of ethical conduct is more on Client	[5]	CO1
Q4	Which is not a Best Practice for Counseling?  a. Respect for Confidentiality is integral to counseling b. Confrontation is always helpful at any stage of counselling c. Listening is very important of the Process A counseling discussion should be a guided discussion	[5]	CO1
Q5	Which is most appropriate for Personality and Counselling?  a. Personality has nothing to do with Counselling Style b. Counselling style should be tailored to a Personality Type c. Personality Types help Counsellor to determine Strategy Focus should be on problem and not personality	[5]	CO1

Q6	In REBT Therapy session, where is the most time spent with Client?  a. In Establishing Triggers b. In talking about consequences or feelings c. In Challenging Belief System d. In building action plans for Client	[5]	CO1
<b>SECTION B</b>			
<b>1. Each Question will carry 10 marks</b> <b>2. Write short / brief notes</b>			
Q7	Explain in Brief the Concept of Transactional Analysis with a workplace example.	[10]	CO3
Q8	Explain in brief the Key Components of Psychoanalytic Theory proposed by Freud.	[10]	CO2
Q9	What do understand by Cognitive Distortions? Explain any three with examples	[10]	CO2
Q10	What are the essential traits of a good Counsellor? Explain in brief	[10]	CO4
Q11	Write a Short Notes on Any Two of the following : a. Personality Hats b. Defense Mechanisms in Psychoanalytic Theory c. Ethics and Counseling	[10]	CO3
<b>SECTION C</b>			
<b>1. Each Question carries 20 marks</b> <b>2. Instruction : Write Long Answer</b>			
Q12	What are the Key Process Steps, which are followed in Counselling? List down and explain few best practices for an effective Counselling Session  OR  What are the various workplace Scenarios where Counseling can help? Explain any three in brief along with the Technique adopted in the scenario.	[20]	CO4