

Seat No.: _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA – SEMESTER 3 – EXAMINATION – WINTER 2018**Subject Code: 3539234****Date: 12/12/2018****Subject Name: Counseling Skills for Managers****Time: 10:30 AM TO 01:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q. No.	Question Text and Description	Marks
Q.1	a) Describe each of the following skills (i) Attending (ii) Responding (iii) Summarizing. b) Explain the qualities of an effective counselor (i) Trustworthy (ii) Empathy (iii) Unconditional positive (iv) Availability	14
Q.2	(a) What are different counseling skills that a manager should use to help his subordinate? (b) What are the 5 major goals of Counselling	07 07
OR		
	(b) Explain how a counsellor would use the therapy to assist Rohan whose performance in the office is going down due to internal politics	07
Q.3	(a) What are the listening Barriers for a counsellor . (b) Explain the Counseling process and how to apply it while counseling the client	07 07
OR		
Q.3	(a) With the help of humanistic approach to counselling what are the points to be kept in mind in helping relationship. And how can a counsellor help to bring positive change in the client's personality (b) Identify challenges that may be faced by a manager beginning counseling	07 07
Q.4	(a) Mary, a drug and substance abuse addict has been seeing a counselor for the last four months.	07

The counselor feels that Mary has substantially benefited from the counseling experience explain the termination process in counseling.

- (b) What are the ethical principles which can help counselors to make decisions **07**

OR

- Q.4** (a) What are the different ways to invite communication with the client by using Non Verbal communication while counseling by using Time and Body language **07**
- (b) Explain REBT with example **07**

Q.5 CASE STUDY:

Wendy is a 54 year old woman who has two adult children and has been married for twenty-nine years. Her husband, Steve, has recently and unexpectedly informed her that he no longer loves her and that he wants a divorce. Wendy was shocked to hear this, and she now reports that she is constantly crying and feels extremely anxious. Wendy has not told anyone about this situation, although she and Steve have agreed to explain his decision to their children within the week.

Background

Wendy attended eighteen appointments over an eight month period. The first six appointments were held weekly, the next ten were fortnightly, and the last two were spaced out over two months. Wendy and Steve have been married for twenty-nine years and have lived in the same area for all of that time. They have two children – Damien 24 years of age, and Amanda 26 years. Damien still lives at home with his parents.

Wendy has not yet told anyone, neither family nor friends, about her situation and becomes anxious when she considers doing this. She and Steve have agreed to tell their children within the next week, and Steve plans to move out of the family home at that time. Wendy and Steve are no longer sleeping in the same bed, although up until his recent disclosure, they had been sleeping together and kissing and hugging from time to time. Wendy's reported anxiety/depression symptoms included: difficulty sleeping, difficulty relaxing, thinking about Steve/their marriage/the future all the time, feeling exhausted, feeling "tightness" in her chest and her throat, a loss of appetite, crying several times every day, and a loss of interest in "everything"

In the initial appointment, Wendy reported a very distressing couple of weeks. She began to describe her situation starting at twelve months ago when Steve began attending a gym and reading personal development books. Wendy stated that at that time, Steve seemed to change, and she thought it was a part of a “mid-life crisis” that he would eventually recover from. Around the same time, Wendy confronted Steve because she felt that they weren’t communicating much and she was feeling “left out” of his new interests. At that time, Steve told Wendy that he thought they were “drifting apart”. As a result of this conversation, Wendy then made a concentrated effort to improve things – she created opportunities for them to be together, she encouraged their discussions with one much improved by her efforts over the last twelve months. When Steve told her over dinner a week ago that he didn’t feel that he loved her anymore and that he would like a divorce, Wendy was shocked and devastated. She shared more of herself and her feelings in their conversations. When Wendy raised fears of her ability to accomplish the goals she had set herself, she had demonstrated in counselling, and in her ability to handle Steve’s decision. In particular, she could see her own strength, her courage, and her honesty with herself as attributes that could get her through. Gradually, Wendy became more assertive and started living her life “as if” he would not come back, even though she continued to hope that he would return.

- (a) Explain which approach with the counselor use in this case? **07**
- (b) **07**
What kind of open ended question the counselor will ask to Wendy to make her confident to tell him all her problems?

OR

- Q.5** (a) What are the suggestions the councilor can give to make her overcome her problem? **07**
- (b) What are the steps as a counselor you would take to wind up the session? **07**
