

This question paper contains 2 printed pages.

4218

Your Roll No.

MBA (FT)

A

Paper F-3309— COUNSELLING SKILLS FOR MANAGERS

Time : 3 hours

Maximum Marks : 70

(Write your Roll No. on the top immediately on receipt of this question paper.)

Attempt any five questions. All questions carry equal marks.

1. What is the relevance of personal counseling in today's business environment? Why 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 engagement?
2. Identify and discuss the conditions essential for implementation of goals of Client Centered Counseling. What are the possible reasons of why a counselor would want to help the client in overcoming the problems?
3. Describe the functions of effective listening? Identify and discuss some of the indicators of body language that imply inattentiveness? What are the outcomes of listening inattentively?
4. Being emotionally intelligent is an essential requirement for a counselor. Do you agree? Why or why not? Where would you rate yourself on the dimension of emotional intelligence? How can you enhance your emotional competence?
5. How does the usage of right counseling attitudes help in the "unloading" of anxiety for the client? What are the problems likely to crop up during the last stage of counseling?

Turn over

6. There is a range of purposes for which counseling can be used in the organizations. Identify and discuss some of the significant areas of concern at the organizational level where counseling skills could be used effectively.

7. Is the concept of "Problem Subordinate" more of a projection than reality? Why or why not? If they exist in organizations, what could be the possible sources of their existence? What is a boss required to do in such cases?

8. What are the components of a "Holistic Performance Management System"? Outline and discuss some of the essential conditions for the performance counseling to occur.