

## Very Short Answer Questions

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**Q. 1. What do you understand by the term skill?**

*[CBSE Delhi 2016]*

**Ans.** Skill is defined as proficiency, facility or dexterity that is acquired or developed through training and experience.

**Q. 2. What are the different types of skills?**

**Ans.** American Psychological Association (1973) has identified three sets of skills. They are assessment of individual differences, behaviour modification skills, counselling and guidance skills.

**Q. 3. State two skills of an effective psychologist.**

*[CBSE (AI) 2015]*

**Ans.** Skills can be defined as the proficiency, facility or dexterity that is acquired or developed through training and experience. Skills of an effective psychologist are:

- i. **General skills:** Ability to listen and be empathetic, to develop respect for or interest in others' culture and experience.
- ii. **Observational skills:** A psychologist can begin observations by carefully scrutinizing the physical setting to capture the atmosphere.

**Q. 4. What is communication?**

**Ans.** Communication is a conscious or unconscious, intentional or unintentional process in which feelings and ideas are expressed as verbal and/or non-verbal messages that are sent, received and comprehended.

**Q. 5. Define 'intra-personal communication'.**

*[CBSE Delhi 2011; (AI) 2015]*

**Ans.** Intra-personal communication involves communicating with yourself. It encompasses such activities as thought processes, personal decision making and focusing on self.

**Q. 6. What is meant by interpersonal communication?** *[CBSE (AI) 2011, 2013, 2015]*

**Ans.** Inter-personal communication refers to the communication that takes place between two or more persons who establish a communicative relationship. For example, the communication between doctor and patient, or a salesman and a customer.

**Q. 7. What is public communication?**

*[CBSE (AI) 2012]*

**Ans.** Public communication is characterized by speaker sending a message to an audience. It may be direct such as face to face message delivered by the speaker to an audience, or indirect such as message relayed over radio or TV.

**Q. 8. Explain 'encoding' in the communication process.**

*[CBSE Delhi 2011; (AI) 2012]*

**Ans.** Encoding in the communication process involves taking ideas, giving them meaning and putting them in message forms. For example, while taking an examination you realize that you have not brought your pen and you ask your friend for it, i.e., encode a message that you need a pen.

**Q. 9. Differentiate between hearing and listening.**

**Ans. Hearing** is a biological activity that involves reception of a message through sensory channels. It is only a part of listening. **Listening** is a process that involves reception, attention, assignment of meaning and the listener response to the message presented.

**Q. 10. What is paraphrasing?**

*[CBSE Delhi 2015]*

**OR**

**Explain the term paraphrasing in human communication.**

*[CBSE (AI)*

*2011]*

**Ans.** Paraphrasing involves the ability of a counsellor to reflect on what the client says and feels using different words. Human communication becomes effective if the counsellor understands and is again able to relate in his words what feelings and emotions the client has described.

**Q. 11. What is the role of culture in listening?**

**Ans.** Some cultures, such as India, emphasize on listening by being a silent communicator while some cultures focus on controlling attention.

**Q. 12. Differentiate between verbal and non-verbal communication.**

**Ans.** Verbal communication involves using a language while non-verbal communication involves gestures, postures, eye-contact, clothing style and body movement.

**Q. 13. What do you mean by congruency in communication?**

**Ans.** Consistency between verbal and non-verbal communication is called congruency.

**Q. 14. What is counselling?**

**Ans.** Counselling involves a helping relationship that involves someone seeking help and someone trained to give help, in a setting that permits help to be given and received.

**Q. 15. Explain 'authenticity' as a quality of an effective counsellor.**

**Ans.** The degree to which the counselor is aware of the perceptions of his clients as well as the perception of his own self indicates his self-awareness. Authenticity means that the counsellor's behavioural expressions are consistent with what he values, the way he feels and relates his inner self-image.

**Q. 16. Explain 'positive regard for others' in the context of counselling.**

**Ans.** 'Positive regard' by a counselor is accepting the feelings of the client. This is possible by using 'I' messages rather than 'you' messages, giving the client the freedom to share feelings by not interrupting or cutting in between, by avoiding labeling the person as an introvert etc.

**Q. 17. Describe 'empathy' as one of the characteristics of a good counsellor.**

**Ans.** Empathy is the ability of a counsellor to understand the feelings of another person from her/his perspective. It is like stepping into someone else's shoes and trying to understand the pain and troubled feelings of the other person.

## Short Answer Questions – I

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**Q. 1. Describe the Intellectual and Personal skills possessed by effective psychologists.**

**Ans.** The Intellectual and Personal skills possessed by effective psychologists are:

- i. **Interpersonal Skills:** Ability to listen and be empathic, to develop respect for/ interest in others' cultures, experiences, values, points of view, goals and desires, fears, openness to receive feedback, etc. These skills are expressed verbally and/or non-verbally.
- ii. **Cognitive Skills:** Ability to solve problems, engage in critical thinking and organised reasoning, and having intellectual curiosity and flexibility.
- iii. **Affective Skills:** Emotional control and balance, tolerance/understanding of interpersonal conflict, tolerance of ambiguity and uncertainty.
- iv. **Personality/Attitude:** Desire to help others, openness to new ideas, honesty/integrity/ value ethical behaviour, personal courage.
- v. **Expressive Skills:** Ability to communicate one's ideas, feelings and information in verbal, non-verbal, and written forms.
- vi. **Reflective Skills:** Ability to examine and consider one's own motives, attitudes, behaviours and ability to be sensitive to one's own behaviour or others.
- vii. **Personal Skills:** personal organisation, personal hygiene, time management, and appropriate dress.

**Q. 2. Describe the individual and cultural differences among psychologists with special reference to sensitivity to diversity.**

**Ans.** Effective psychologists are sensitive to diversity because they have:

- i. Knowledge of self (one's own attitudes, values, and related strengths/limitations) as one operates in the professional settings with diverse others.
- ii. Knowledge about the nature and impact of individual and cultural diversity in different situations.
- iii. Ability to work effectively with diverse backgrounds in assessment, treatment, and consultation.
- iv. Ability to respect and appreciate different cultural norms and beliefs.
- v. Being sensitive to one's preferences and also to one's preference for own group.
- vi. Ability to promote diversity in cultural beliefs and respecting it to promote positive life outcomes.

**Q. 3. What are the observational skills required to be an effective psychologist?**

**Ans.** The observational skills required to be an effective psychologist are:

- i. Being patient.
- ii. Pay close attention to your physical surroundings—who, what, when, where, and how.

- iii. Be aware of people's reactions, emotions, and motivations.
- iv. Ask questions that can be answered while observing.
- v. Be yourself, give information about yourself, if asked.
- vi. Observe with an optimistic curiosity.
- vii. Being ethical, respect privacy, take care not to disclose any information to any one.

**Q. 4. Describe Naturalistic and Participant Observation.**

*[CBSE Delhi 2015]*

**Ans. Naturalistic Observation** is one of the primary ways of learning about the way people behave in a given setting. Suppose, you want to learn how people behave in response to a heavy discount provided by a company while visiting a shopping mall. For this, you could visit the shopping mall where the discounted items are showcased and systematically observe what people do and say before and after the purchases have been made.

**Participant Observation** is a method of naturalistic observation in which the observer is actively involved in the process of observing by becoming an active member of the setting where the observation takes place. For example, an observer may take a part-time job in a shopping mall showroom to become an insider in order to observe variations in the behaviour of customers.

**Q. 5. Explain three skills of communication.**

*[CBSE (AI) 2016]*

**Ans. The three skills of communication are:**

- i. **Speaking:** This involves the use of language which the communicator should use appropriately.
- ii. **Active listening:** Academic success, employment achievement and personal happiness depend upon your ability to listen effectively. Listening requires a person to be attentive. S/he should be patient, non-judgmental and yet have the capacity to analyze and respond.
- iii. **Body language or non-verbal skills:** It is possible to communicate effectively even without using verbal language:
  - The language that people exchange without using words is called body language
  - Use of gesture, posture, eye contact, clothing style, body movement and facial expressions are some examples of body language. All these together form a cluster.
  - These non-verbal acts are symbolic and communication is effective only when we use these.
  - A person's background and past pattern of behavior are considered important in analyzing body language.
  - Body language can encourage and discourage the conversation.
  - For example, crossing arms over the chest may suggest that a person likes to keep aloof. But, crossed arms accompanied by an erect posture, tightened body muscles, a set clenched jaw and a narrowing of the eyes are likely to communicate anger.

**Q. 6. What are psychological tests and what skills are required by psychologists to use these and where are they used?**

**Ans.** Psychological tests involve psychological assessment, evaluation and problem solving with individuals and groups, organization, and the community. Psychologists have always been interested in understanding individual differences. Psychological tests have been devised and are primarily used for the determination and analysis of individual differences in general intelligence, differential aptitudes, educational achievement, vocational fitness, personality, social attitudes, and various non- intellectual characteristics. Psychologists study these differences based on factors such as occupation, age, gender, education, culture, etc. While using psychological tests an attitude of objectivity, scientific orientation, and standardized interpretation must be kept in mind. For example, in organizational and personnel work, in business and industry, where specialized tests are used to select individuals for specific jobs, it is essential to use actual performance records or ratings as a criterion for establishing validity of a test.

**Q. 7. What are the different types of interview questions?**

**The different types of interview questions are:**

- i. **Direct Question:** They are explicit and require specific information. For example, “Where did you last work?”
- ii. **Open-ended Question:** They are less direct and specify only the topic. For example, “How happy were you with your job on the whole?”
- iii. **Close-ended Question:** They provide response alternatives, narrowing the response variations. For example, “Do you think knowledge of a product or communication skill is more important for a salesperson?”
- iv. **Bipolar Question:** It is a form of close-ended question. It requires a yes or no response. For example, “Would you like to work for the company?”
- v. **Leading Question:** It encourages a response in favour of a specific answer. For example, “Wouldn’t you say you are in favour of having officer’s union in the company?”
- vi. **Mirror Question:** They are intended to get a person to reflect on what she or he had said and expand on it. For example, you said “I work so hard but I am unable to get success.”

**Q. 8. Explain non-verbal communication.**

**Ans.** It is possible to communicate effectively even without using verbal language:

The language that people exchange without using words is called body language

Use of gesture, posture, eye contact, clothing style, body movement and facial expressions are some examples of body language. All these together form a cluster.

These non-verbal acts are symbolic and communication is effective only when we use these.

A person’s background and past pattern of behavior are considered important in analyzing body language. Body language can encourage and discourage the conversation.

For example, crossing arms over the chest may suggest that a person likes to keep aloof. But, crossed arms accompanied by an erect posture, tightened body muscles, a set clenched jaw and a narrowing of the eyes are likely to communicate anger.

## Short Answer Questions – II

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### Q. 1. What are the advantages and disadvantages of Observation?

#### Ans. Advantages:

- i. It allows behaviour to be seen and studied in its natural setting.
- ii. People from outside, or those already working in a setting, can be trained to use it.

#### Disadvantages:

- i. Events being observed are subject to bias due to the feelings of the people involved as well as of the observers.
- ii. Generally day-to-day activities in a given setting are fairly routine, which can go unnoticed by the observer.
- iii. The actual behaviour and responses of others may get influenced by the presence of the observer, thus, defeating the very purpose of observation.

### Q. 2. What are the characteristics of communication?

- i. Communication is **dynamic** because the process is constantly in a state of change. As the expectations, attitudes, feelings, and emotions of the persons who are communicating change, the nature of their communication also changes.
- ii. Communication is **continuous** because it never stops, whether we are asleep or awake we are always processing ideas or thoughts. Our brain remains active.
- iii. Communication is **irreversible** because once we send a message we cannot take it back. Once we have made a slip of tongue, given a meaningful glance, or engaged in an emotional outburst, we cannot erase it. Our apologies or denials can make it light but cannot stamp out what was communicated.
- iv. Communication is **interactive** because we are constantly in contact with other people and with ourselves. Others react to our speech and actions, and we react to our own speech and actions, and then react to those reactions. Thus, a cycle of action and reaction is the basis of communication.

### Q. 3. Mention some tips to improve your listening skills.

- i. Listening requires a person to be attentive.
- ii. The person should be patient, non-judgemental and yet have the capacity to analyse and respond.
- iii. Recognise that both the sender as well as the receiver have equal responsibility in making effective communication.
- iv. Refrain from forming an early judgment about information that is being communicated. Be open to all ideas.

- v. Be a patient listener. Do not be in a hurry to respond.
- vi. Avoid ego speak. That is, do not talk only about what you want to talk about. Give consideration also to others and to what they say.
- vii. Be careful to the emotional responses which certain words are likely to bring about.
- viii. Be aware that your posture affects your listening.
- ix. Control distractions.
- x. If in doubt, try to paraphrase. Also check with the sender whether s/he has been correctly understood by you.
- xi. Visualise what is being said. That is, try to translate the message in the form of a concrete action.

**Q. 4. 'Effective communication is possible with body language.' Comment.**

**OR**

**How does understanding of body language help in effective communication?**

**OR**

**Explain the role of body language in the communication process. [CBSE (AI) 2014]**

**Ans.** It is possible to communicate effectively even without using verbal language:

The language that people exchange without using words is called body language

Use of gesture, posture, eye contact, clothing style, body movement and facial expressions are some examples of body language. All these together form a cluster.

These non-verbal acts are symbolic and communication is effective only when we use these.

A person's background and past pattern of behavior are considered important in analyzing body language.

Body language can encourage and discourage the conversation

For example, crossing arms over the chest may suggest that a person likes to keep aloof. But, crossed arms accompanied by an erect posture, tightened body muscles, a set clenched jaw and a narrowing of the eyes are likely to communicate anger.

**Q. 5. Describe the stages through which an interview proceeds.**

**OR**

**What is the typical format of a counselling interview?**

**Ans.** The three stages of a counselling interview are

- i. **Opening of the interview:** It involves establishing rapport between two communicators. The purpose is to make the interviewee comfortable.
- ii. **Body of the interview:** It is the heart of the process. In this stage, the interviewer asks questions in an attempt to generate information and data that are required for the purpose. The interviewer prepares a set of questions, also called a schedule, for different domains or categories s/he wants to cover. For example, the questions used in job interview are nature of organization last worked for, satisfaction with past job, etc.
- iii. **Closing the interview:** At this stage, the interviewer summarises what s/he has been able to gather and or offers comments. When the interview is ending, the interviewer gives a chance to the interviewee to ask questions or offer comments.

**Q. 6. Describe the process of counselling.**

**Ans.**

- i. Counselling involves responding to the thoughts, feelings and actions of the clients.
- ii. Counselling involves a basic acceptance of the clients' perceptions and feelings without any evaluative standards.
- iii. The interaction in the process of counseling should be confidential and private.
- iv. Counselling is provided by a trained psychologist. An untrained person may unintentionally cause more harm than good.
- v. Counselling is voluntary in which help is given by the counselor and the client approaches the counsellor.
- vi. Counsellor and clients both transmit and receive verbal and non-verbal messages during the process.

**Q. 7. What are the myths of counselling?**

**Ans.**

- i. Counselling is not merely giving information.
- ii. Counselling is not merely giving advice.
- iii. Counseling is not selection and placement of individuals onto jobs or for courses.
- iv. Counselling is not the same as 'interviewing' although interviewing may be involved.
- v. Counselling is not 'influencing attitudes, beliefs and behaviour' by persuading, admonishing, threatening or compelling.

**Q. 8. Describe qualities that are associated with effective counsellors.**

**OR**

**What are the characteristics of an effective helper?**

**OR**

### **What are the competencies required for becoming an effective psychologist?**

**Ans.** The qualities that are associated with effective counsellors are:

- i. **Authenticity:** The degree to which you are aware of the perceptions of others as well as of your own perception of yourself indicates that you are self-aware. Authenticity means that your behavioural expressions are consistent with what you value and the way you feel and relate to your inner self-image.
- ii. **Positive Regard for Others:** In order to show positive regard to others, the following must be kept in mind:
  - a. When you are speaking, get into the habit of using “I” messages rather than “you” messages. An example of this would be, “I understand” rather than “you should not”.
  - b. Respond to what the other person has said, after checking with her/him.
  - c. Give the other person the freedom to share feelings or anything s/he wants to say. Do not interrupt or cut in.
  - d. Do not assume that the other person knows what you are thinking. Express yourself according to the frame of reference, i.e. in the context of the verbal exchange taking place.
  - e. Do not label either yourself or the other person (e.g., “you are an introvert”, etc.).
- iii. **Empathy:** Empathy is the ability of a counsellor to understand the feelings of another person from her/his perspective. It is like stepping into someone else’s shoes and trying to understand the pain and troubled feelings of the other person.
- iv. **Paraphrasing:** This involves the ability of a counsellor to reflect on what the client says and feels using different words.

### **Q. 9. Discuss the ethical issues related to the profession of counselling.**

Ethical standards that need to be practiced by professional psychotherapists are:

- i. Informed consent needs to be taken.
- ii. Confidentiality of the client should be maintained.
- iii. Alleviating personal distress and suffering should be the goal of all attempts of the therapist.
- iv. Integrity of the practitioner-client relationship is important.
- v. Respect for human rights and dignity.
- vi. Professional competence and skills are essential.

## Long Answer Questions

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**Q. 1. Explain the components of communication process.** [CBSE Delhi 2014; (AI) 2013]

**Ans. The various components of the communication process are:**

- i. **Encoding:** Encoding in the communication process involves taking ideas, giving them meaning and putting them in message forms. For example, while taking an examination you realize that you have not brought your pen and you ask your friend for it, i.e., encode a message that you need a pen.
- ii. **Channel:** After the message is encoded it is passed through a channel and our senses such as eyes, ears, tongue, nose or skin become active.
- iii. **Decoding:** After the message is encoded, passed through a channel it is decoded wherein the message is translated into understandable forms. For example, you may say that you heard a bell or an object feels soft.
- iv. **Speaking:** This involves the use of language which the communicator should use appropriately.
- v. **Listening:** Academic success, employment achievement and personal happiness depend upon your ability to listen effectively. Listening requires a person to be attentive. S/he should be patient, non-judgmental and yet have the capacity to analyze and respond.
- vi. **Reception:** During reception, in addition to using the hearing mechanism, people listen through their visual system. They observe a person's facial expressions, posture, movement and appearance.
- vii. **Attention:** Normally your attention is divided between what you are attempting to listen to, and what is happening around you, and what is going on in your mind. For example, while watching a movie, a person in front of you is constantly whispering to his friend or you are worried about your forthcoming examination. Thus, your attention is divided and is pulled in different directions.
- viii. **Paraphrasing:** Paraphrasing involves the ability of a counsellor to reflect on what the client says and feels using different words. Human communication becomes effective if the counsellor understands and is again able to relate in his words what feelings and emotions the client has described.

**Q. 2. What are the stages of a counselling process?**

**Ans. The stages of a counselling process are:**

- i. **Getting started** – It is decided as to the frequency with which the counselor and the client will meet.
- ii. **Introductory talk** – It includes general conversation about the client's life in which the client gives personal details.

- iii.** Identifying the issue – During this stage the counselor asks different questions from the client like ‘How are you feeling at the moment?’
- iv.** Coping with feelings – Suppressed or bottled up emotions such as anger, grief, fear and embarrassment are accepted and expressed by the client.
- v.** Identifying possible solutions – The counselor helps to generate solutions to deal and cope with the situation.
- vi.** Agreeing on a plan – A practical plan of action which is reasonable and achievable is identified and proceedings are made towards it.
- vii.** Implementing the plan – This the client does independently, with the counsellor’s support.