

Short Answer Questions – I

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.