

Short Answer Questions – II

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.