

**SIXTH SEMESTER B.S.W. DEGREE EXAMINATION, MARCH/APRIL 2018**

(CUCBCSS—UG)

**BSW 6B 11—PROFESSIONAL SKILL DEVELOPMENT**

Time : Three Hours

Maximum : 80 Marks

**Part A**

*Answer all questions.  
Each question carries 1 mark.*

1. The first stage of the listening process involves :
  - (a) Hearing.
  - (b) Remembering.
  - (c) Responding.
  - (d) None of these.
2. The ego state most preferred for optimum mental health is :
  - (a) The Parent.
  - (b) The Child.
  - (c) The Adult.
  - (d) No ego state is preferred over the other.
3. The psychosocial crisis "Initiative vs. Guilt" occurs during :
  - (a) Infancy.
  - (b) Toddler age.
  - (c) Preschool age.
  - (d) School-age.
4. Experts estimate that —— of every conversation is partially interpreted through body language.
  - (a) 5 % to 21 %.
  - (b) 30 % to 46 %.
  - (c) 48 % to 60 %.
  - (d) 65 % to 90 %.
5. Poor acoustics is an example of —— barrier to listening.
  - (a) Interpersonal.
  - (b) Physical.
  - (c) Emotional.
  - (d) Feedback.
6. People tend to prejudge a speaker through his attire and appearance even before he starts speaking :
  - (a) True.
  - (b) Partially true.
  - (c) Partially false.
  - (d) False.

Turn over

7. Who coined the term 'Emotional Intelligence' ?

- (a) Daniel Goleman.
- (b) Mayer and Salovey.
- (c) Eric Berne.
- (d) None of these.

8. Oedipus complex is characteristic of :

- (a) Anal stage.
- (b) Phallic stage.
- (c) Latency stage.
- (d) Genital stage.

(8 × 1 = 8 marks)

### Part B

*Answer any **four** questions.*

*Each question carries 3 marks.*

- 9. IQ.
- 10. Human Resources.
- 11. Career Counselling.
- 12. Communication.
- 13. Self-esteem.
- 14. Active listening.

(4 × 3 = 12 marks)

### Part C

*Answer any **five** questions.*

*Each question carries 6 marks.*

- 15. Write a short note on the principles and techniques of interviewing.
- 16. What are the types of communication? Why body language is important in communication ?
- 17. What are the roles of family and school in personality development ?
- 18. Briefly describe the concept of Transactional Analysis.
- 19. What are the merits of the following training methodologies ?
  - (a) Group discussion.
  - (b) Seminar.
  - (c) Workshop.
- 20. Define personality and explain the personality types.
- 21. Briefly explain communication process and its components.

(5 × 6 = 30 marks)

**Part D**

*Answer any **two** questions.  
Each question carries 15 marks.*

22. Effective communication is central to effective social work practice. Comment.
23. Give details of any two theories of personality development.
24. Comment on the role of heredity and environment in personality development.

(2 × 15 = 30 marks)