

**SIXTH SEMESTER B.S.W. DEGREE EXAMINATION, MARCH 2017**

(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. Oral communication is also known as :
  - (a) Verbal communication.
  - (b) Non verbal.
  - (c) Formal.
  - (d) Informal.
2. Who proposed that people experience an 'identity crisis' during adolescence ?
  - (a) Sigmund Freud.
  - (b) Albert Bandura.
  - (c) Jean Piaget.
  - (d) Erik Erikson.
3. Strokes are the basic motivation for human interaction and are necessary to an individual's healthy functioning.
  - (a) True.
  - (b) Partially true.
  - (c) Partially false.
  - (d) False.
4. Poor acoustics is an example of ————— barrier to listening.
  - (a) Interpersonal.
  - (b) Physical.
  - (c) Emotional.
  - (d) Feedback.
5. According to Freud, at what age does the phallic stage occur ?
  - (a) 1-3 years old.
  - (b) 3-6 years old.
  - (c) 6-11 years old.
  - (d) 11-14 years old.
6. Who coined the term 'IQ' ?
  - (a) Daniel Goleman.
  - (b) Alfred Binet.
  - (c) William Stern.
  - (d) None of these.

**Turn over**

7. Choosing our words carefully when we speak reduces the :
- (a) Medium barrier. (b) Semantic barrier.  
(c) Sender barrier. (d) Personal barrier.
8. According to Freud, people are born with \_\_\_\_\_.
- (a) Id. (b) Ego.  
(c) Superego. (d) All of these.

(8 × 1 = 8 marks)

### Part B

*Answer any four questions.  
Each question carries 3 marks.*

9. Self-awareness.  
10. Human Resource Development.  
11. Time Management.  
12. Career Counselling.  
13. Seminar.  
14. Verbal and non-verbal communication.

(4 × 3 = 12 marks)

### Part C

*Answer any five questions.  
Each question carries 6 marks.*

15. Explain the types of interview and the techniques of interviewing.  
16. Distinguish between :  
(a) group discussion and meeting.  
(b) conference and workshop.  
17. Briefly describe the role of heredity and environment in personality development.  
18. Write a short note on stress management.  
19. Define interpersonal communication. Why body language is important in interpersonal communication ?

20. What is EQ ? Describe the components of EQ.
21. Define personality and explain personality types. Elaborate on the components of personality development.

(5 × 6 = 30 marks)

#### Part D

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

22. Explain Freud' s theory of personality development.
23. Why is listening important in effective communication ? Describe the causes of poor listening and list few strategies of effective listening.
24. Discuss the factors influencing positive mental attitude and suggest few measures to develop positive mental attitude.

(2 × 15 = 30 marks)