

**SIXTH SEMESTER B.S.W. DEGREE EXAMINATION, MARCH 2019****(CUCBCSS)****B.S.W.****BSW 6B 11—PROFESSIONAL SKILL DEVELOPMENT****Time : Three Hours****Maximum : 80 Marks****Part A***Answer all questions.**Each question carries 1 mark.*

1. Communication is the task of imparting \_\_\_\_\_.  
(a) Training. (b) Information.  
(c) Knowledge. (d) Message.
2. Who developed the Transactional Analysis theory ?  
(a) Alfred Adler. (b) Albert Bandura.  
(c) Edward Locke. (d) Eric Berne.
3. Pauses and punches enhance the effectiveness of a speech :  
(a) True. (b) Partially true.  
(c) Partially false. (d) False.
4. Which of the following is the most desirable life position ?  
(a) "I'm OK—You're not OK". (b) "I'm not OK—You're not OK".  
(c) "I'm OK—You're OK". (d) "I'm not OK—You're OK".
5. The ethical component of personality which provides moral standards is :  
(a) Ego. (b) Superego.  
(c) Id. (d) Ego and Superego.
6. Who coined the term 'IQ' ?  
(a) Daniel Goleman. (b) Alfred Binet.  
(c) William Stern. (d) None of these.
7. The psychosocial crisis Intimacy vs. Isolation is characteristic of the period :  
(a) Preschool age. (b) School age.  
(c) Adolescence. (d) Early adulthood.

**Turn over**

8. The output of encoding is :

- (a) Sender.
- (b) Feedback.
- (c) Message.
- (d) Decoding.

(8 × 1 = 8 marks)

### Part B

*Answer any **four** questions.*

*Each question carries 3 marks.*

- 9. Stress management.
- 10. Transactional Analysis.
- 11. Self-awareness.
- 12. Time Management.
- 13. Body Language.
- 14. Human Resource Development.

(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. Illustrate the role of heredity and environment in personality development using suitable examples.
- 17. What is positive mental attitude ? What are the factors influencing positive mental attitude ?
- 18. Explain the determinants of personality.
- 19. What is career counseling ? Why is it considered important today ?
- 20. What are the causes of poor listening ? List few strategies of effective listening.
- 21. What is EQ ? What are the components of EQ ?

(5 × 6 = 30 marks)

### Part D

*Answer any **two** questions.*

*Each question carries 15 marks.*

- 22. Explain Erikson's theory of personality development.
- 23. Elaborate on participatory training methodology and its importance.
- 24. Substantiate the importance of effective communication in Social Work. What are the barriers to effective communication ?

(2 × 15 = 30 marks)