

# UNIVERSITY OF COLOMBO, SRI LANKA

## FACULTY OF MANAGEMENT & FINANCE

Bachelor of Business Administration (Level II - Semester VI) Examination - 2010

### HRM 2106 – Human Resource Counseling

One (01) Hour

Answer All Questions.

---

1. i. What are the differences between counseling and advising?  
(10 Marks)
  - ii. Many people believe that counseling is needed only when a person has some mental disorder. Do you agree with this idea? Explain your argument.  
(10 Marks)  
**(Total 20 marks)**
  2. i. What are the reasons that employees need counseling in organizations. List at least 10 reasons.  
(10 Marks)
  - ii. List any 5 common phobias.  
(05 Marks)
  - iii. List any 5 counseling techniques.  
(05 Marks)  
**(Total 20 marks)**
  3. Briefly describe the main skills in counseling.  
(20 Marks)
  4. An Employee counselor has three roles to play. Describe those roles.  
(20 Marks)
  5. A very common psychological problem in any organization is employee stress. If you are an employee counselor in an organization, what are the activities you would recommend to minimize stress at organizational and individual levels.  
(20 Marks)
-