



UNIVERSITY OF RUHUNA
FACULTY OF MANAGEMENT AND FINANCE

No. of Pages : 02

No. of Questions: 05

Total Marks : 70

004

HRM 4143 - Workplace Counseling

BACHELOR OF BUSINESS ADMINISTRATION HONOURS DEGREE

Three Hours

4000 LEVEL FIRST SEMESTER END EXAMINATION (OLD SYLLABUS) - AUGUST /SEPTEMBER 2022

Instructions

➔ Answer all the questions.

1. I. Define what is counseling and discuss the main features of counseling.

(07 Marks)

II. Discuss why workplace counseling facilities should be promoted in private and public sector organizations in Sri Lankan context. Your answer should be justified with appropriate examples.

(07 Marks)

(Total Marks 14)

2. I. What is the difference between Employee Assistant Program and Workplace Counseling? Explain using examples.

(07 Marks)

II. Compare and contrast traditional employee assistant programs and contemporary employee assistant programs.

(07 Marks)

(Total Marks 14)

3. I. Why codes of ethics are important for the Counselors and their professional life? Justify your answer with examples.

(07 Marks)

II. Explain the qualities and skills, which are needed for the Counselor when attending to solve clients' problems.

(07 Marks)

(Total Marks 14)

4. I. Briefly discuss the stages of counseling process.

(07 Marks)

II. Evaluate the validity of "Psycho analytic therapies" for modern workplace counseling.

(07 Marks)

(Total Marks 14)

05. Write short notes on the following.

- (i) Possible Counseling errors in the sessions
- (ii) Post-traumatic stress disorder
- (iii) Workplace Cyber Aggression
- (iv) Living worlds of Human vs Animal

(Each carries 3.5 marks)

(Total Marks 14)

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