



University of Ruhuna

Faculty of Management and Finance

Bachelor of Business Administration Degree 4000 Level Semester 1 End Examination
(February/March 2021)

Academic Year 2020/ 2021

HRM 4143 – Workplace Counselling

Duration- Three hours

Instructions

- The question paper contains five (5) questions (4 pages).
 - Answer four (04) questions only including question number one (01).
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01. Somalatha and Hemapala lost their child Kusum to leukaemia approximately one year ago. Hemapala suggested that Somalatha attends Professional Counselling because she still doesn't seem to be able to cope with everyday living. For ease of writing the Professional Counsellor is abbreviated to C.

In the first session C concentrated on building rapport with Somalatha and listening to her story. Somalatha felt that it was the first time that anybody had really listened. She felt that her friends and family didn't want to even mention her daughter as they didn't want to upset her. A lot of useful information was gathered throughout this session which is summarised below.

Her husband Hemapala feels that she should be more advanced in her recovery because he himself is coping much better and 'getting on with life'. Somalatha is dwelling on guilt prone thoughts such as "Why her, she was so young, I'm still alive", "I didn't tell her I loved her before she died" and "What did I do wrong".

Somalatha and Hemapala have a son called Sarath who is 12 and are currently divided on parenting styles, whereas before the death they were fairly similar in their approach. Hemapala feels that Sarath should be able to do what he wants. He feels that life can be short and therefore doesn't want to be restrictive. Hemapala feels that Somalatha is being over

protective whereas Hemalatha feels that she has already lost one child and doesn't want to lose another. She feels that she couldn't protect Kusum and is now doing everything she can to protect Sarath.

Kusum was diagnosed with leukaemia only six months before she passed away. Somalatha was working part-time before Kusum was diagnosed but gave up work to be with Kusum during treatment. Somalatha has not returned to work. Before, when Somalatha was working part-time she was also doing all the housework, now Somalatha can't "even" (her words) get the housework done.

i. How you can explain Somalatha's psychological issue by considering Cognitive Behavioural approach.

(07 marks)

ii. How Cognitive Behavioural Therapy can be used to treat to Somalatha.

(07 marks)

iii. Based on the given facts in the case, how you can plan and implement stages of the counselling process. Explain your answer.

(08 marks)

(Total marks 22)

02.

i. What is the difference between Employee Assistant Program and Workplace Counselling? Explain it by using examples.

(03 marks)

ii. Compare and contrast traditional Employee Assistant Programs and contemporary Employee Assistant Programs.

(05 marks)

iii. Two Human Resource management specialized under graduates are arguing on the importance of Workplace Counselling subject for their future careers.

Student A- "This knowledge will not be used, if I am unable to become a professional Counsellor"

Student B- "No, I am not agree with you, Though I become a Human Resource Manager or any other profession except a counsellor, It can be used it"

Evaluate above statement by considering the importance of Workplace Counselling for different professionals. Appropriate examples should be used to justify your answer.

(08 marks)

(Total marks 16)

03. "Sigmund Freud (1856 to 1939) was the founding father of psychoanalysis, a method for treating mental illness and also a theory which explains human behaviour".

i. Discuss Sigmund Freud's contribution for the psycho analytic approach.

(10 marks)

ii. Evaluate the validity of psycho analytic therapies for modern workplace counselling.

(06 marks)

(Total marks 16)

04.

i. Why codes of ethics are important for the Counsellors and their professional life. Justify your answer with examples.

(08 marks)

ii. Explain the qualities and skills which are needed for the Counsellor when attending to solve clients' problems.

(08 marks)

(Total marks 16)

05. Write short notes on followings.

i. Neurosis vs. Psychosis

(04 marks)

ii. Stimulus Response Theory

(04 marks)

iii. Behavioural rehearsal

(04 marks)

iv. "Ghost Sickness" as Cultural bounded syndrome

(04 marks)

(Total marks 16)
