

MASTER'S DEGREE (C.S.S) EXAMINATION, MARCH 2024

2023 ADMISSIONS REGULAR

SEMESTER II - CORE COURSE. Resource Management And Interior Designing

RM2C08TM20 - Crisis Management and Counseling

Time : 3 Hours

Maximum Weight : 30

Part A

I. Answer any Eight questions. Each question carries 1 weight

(8x1=8)

1. What are the common personal /individual crisis situations?
2. Crisis creates changes. Discuss.
3. What is the need for a Crisis Management Plan?
4. Is disaster management the responsibility of the government? Clarify.
5. What is psychological first aid? Why is it important?
6. What do you understand by a 'Pre Crisis' phase?
7. Is exercise important for stress management?
8. List out the various conflict styles.
9. What do you understand by open-ended and closed questions?
10. Explain any two goals of counselling?

Part B

II. Answer any Six questions. Each question carries 2 weight

(6x2=12)

11. Give an example of positive changes that have come to focus after major crisis situations.
12. Comment on the risk factors faced by the people living in the aftermath of a crisis situation? Support with examples.
13. Comment on the preparedness to be adopted by the youth to face personal crisis situations.
14. Differentiate between group and individual counseling?
15. Avoiding issues is the best in family conflicts. Discuss.
16. Explain ' collaboration" in the context of conflict management.
17. Which are the poor listening and attending skills that a counsellor should avoid?
18. What do you understand by 'active listening'?

Part C

III. Answer any Two questions. Each question carries 5 weight

(2x5=10)

19. What is the support one could give to persons in grief?
20. What are the contents of an effective crisis management plan?
21. What strategies can you teach the youth of today to face stressful situations?
22. Discuss the role of a counsellor and the techniques of effective communication for a counsellor.

