

Eastern University, Sri Lanka
Faculty of Commerce and Management



Second Year 1st Semester Examination in BBA/B Com - 2002/03
COC 2061 Basic Counselling

Answer all 04 Questions

Time: 2 hrs.

Each question will carry equal marks

1. Enumerate the characteristics of a good counsellor and explain three of them.
2. Indicate the different steps in counselling and explain any two of them in detail.
3. Explain the difference between sympathy and empathy in counselling.
4. Write short notes on any four of the following.
 - a) Sigmund Freud
 - b) Psycho analysis
 - c) Obstacle to decision-making
 - d) Personality disorder
 - e) Transactional analysis