

NCERT SOLUTIONS

CLASS - 12th



aglasem.com

Class : 12th

Subject : Psychology

Chapter : 9

Chapter Name : Developing Psychology Skills

Q1 What competencies are required for becoming an effective psychologist?

Answer. The competencies required to become an effective psychologist are categorised under the following heads -

1. General skills - These skills are genetic in nature i.e. these characteristics are inherited by birth. These are required by all psychologists irrespective of the field in which they are specialised. The psychologist may be working in clinical and health psychology, Industrial psychology, social psychology etc. but these skills are common to all of them. They may include personal and intellectual skills.
2. Observational skills - The psychologists learn a lot from the environment in which they are present. They are required to pay attention to their surroundings and watch and learn all the things carefully. They must use all their senses while observing something.
3. Specific skills - These are the basic skills which are required in the field of psychology. The psychologists who are specialised in the clinical field are required to learn various therapy skills and counselling etc. These skills are thus specialised skill set.

Page : 194 , Block Name : Review Questions

Q2 What are the generic skills needed by all psychologists?

Answer. The generic skills required by all the psychologists are as follows -

1. Interpersonal skills - These skills include the ability to listen carefully to the other person, to be emphatic and to respect the culture and values of another person. These are expressed skills.
2. Cognitive skills - The skill present in an individual which helps him in solving problems, critical thinking and having intellectual flexibility.
3. Affective skills - All psychologists must have the skill to emotionally control themselves and prevent interpersonal conflicts.

4. Personality or attitude - All psychologists must be kind - hearted, should be innovative and curious to learn new things, should be honest and have integrity.
5. Expressive skills - They should be able to properly communicate with others, should be able to make others understand his ideas, feelings and thoughts.
6. Reflective skills - He must have the ability to examine and analyse the attitude, behaviour and motives of others. He must be sensitive towards the attitude of others.

Page : 194 , Block Name : Review Questions

Q3 Define communication. Which component of the communication process is most important? Justify your answer with relevant examples.

Answer. Communication is the process of transmitting the information, ideas, emotions, feelings and facts with others. It can be conscious or unconscious, intentional and unintentional. The communication can be expressed or implied from the conduct of the person.

The most important component of the communication process is speaking with the use of language. It is termed as expressed communication. Language means the tool which includes use of symbols to transmit information. A good communicator must learn the use of proper language. Language is symbolic, hence its usage must be precise and adequate.

For example, if a person wants to tell another person about the meeting which was going to be held in the office next week, and the meeting is rescheduled to be held next month at another place then a clear message should be delivered.

Page : 194 , Block Name : Review Questions

Q4 Describe the set of competencies that must be kept in mind while administering a psychological test.

Answer. The set of competencies that must be kept in mind while administering a psychological test are as follows -

1. Ability to select and implement multiple methods and means of evaluation.
2. Having a respectful behaviour towards the diverse culture and religion.
3. Ability to use systematic approaches to collect data.

4. Adequate knowledge of psychometric issues and bases of assessment methods.
5. Knowledge of integrating different data sources and the issues related to it.
6. Ability of effective use of supervision to implement and enhance skills.

Page : 194 , Block Name : Review Questions

Q5 What is the typical format of a counselling interview?

Answer. The typical format of a counselling interview is explained below -

1. Opening of interview - It involves establishing rapport between the people who are communicating. Its basic purpose is to make interviewee comfortable and relaxed. The interviewer starts the communication process.
2. Body of interview - At this stage, the interviewee is comfortable and then the interviewer asks him questions to gather information and data.
3. Sequence of questions - The interviewer makes a set of questions to be asked from the interviewee in order to gather information, which is known as schedule. For this purpose, the categories to be covered must be predetermined and on the basis of that, questions are prepared.

Page : 194 , Block Name : Review Questions

Q6 What do you understand by the term counselling? Explain the characteristics of an effective counsellor.

Answer. Counselling refers to the systematic interview which aims at understanding and analysing the behaviour of the counsellor as well as the client. It also aims to find out the developmental impact on the client.

The essential characteristics of effective counsellor are as follows -

- Authenticity - Authenticity means that your behavioural expressions are consistent with what you value and the way you feel and relate to your inner self-image. Your image in the eyes of others should be positive and you must be a helper as per the verdict of others.

- Positive Regard for Others - You must develop a positive attitude towards the culture, norms, behaviour and attitude of others. It reflects acceptance of the idea that the feelings of both are important.
- Empathy - It refers to the ability of a counsellor to understand the feelings of another person from her/his perspective. When the counsellor empathised with his client then his client feels comfortable and he can communicate with the counsellor effectively.
- Paraphrasing - It refers to the ability of a counsellor to reflect on what the client says and feels using different words. It allows you to understand how much s/he understood of what was communicated.

Page : 194 , Block Name : Review Questions

Q7 To be an effective counsellor, it is mandatory that s/he undergoes professional training. Do you agree with this statement? Give reasons in support of your arguments.

Answer. Yes I agree that in order to become an effective counsellor, the person must undergo professional training. Without taking proper training, a person cannot become an effective counsellor. He would do more bad than good to his client. In order to develop competencies in him, a psychologist must undergo professional training. The reasons for getting trained are as follows -

- The person who doesn't have adequate and complete knowledge of his profession wouldn't be able to deliver satisfactory service to his client.
- Incomplete knowledge of his field will do harm to his client as he would be delivering wrong advice to him.
- The counsellor who doesn't have sufficient knowledge of his field wouldn't be satisfied with his profession and he will be stressed.
- The counsellor must be aware of the ethical and professional codes of conduct which govern his profession. This can only be done by training.

Page : 194 , Block Name : Review Questions

Q8 What are the ethical considerations in client-counsellor relationships?

Answer. The ethical considerations which govern the client - counsellor relationship are as follows -

- Adequate and sufficient knowledge of the ethical codes of conduct, standards and guidelines.
- Knowledge of the law, statutes, rules and regulations related to the practice of psychology.
- Recognition of the ethical setting and its analysis.
- Recognition and understanding of the ethical dimensions of his/ her own attitude and practice in clinical setting.
- Getting professional assistance in case he is facing any ethical issue.
- Practicing appropriate professional assertiveness which is related to ethical issues.

Page : 194 , Block Name : Review Questions

Q9 Identify an aspect of your friend's personal life that s/he wants to change. As a student of psychology, think of specific ways in which you can devise a programme to help your friend modify or solve her/his problem.

Answer. One of my friends is very afraid of change. He is not able to adapt to even small changes in his life. My childhood friend has moved to a new city where he has to adapt to the new lifestyle, new study schedule and meet up and communicate with new people. He is very afraid as to how he is going to be habitual of all these changes. Thus I want to help him in adapting to these changes.

I would suggest that he develop a wellness cycle. It is the process of coping with stress by focusing on behavioural, physical and emotional changes. In the above case, my friend may keep himself confined to his family and his old friends or he may communicate with new people to make new friends and be happy in the new environment.

If he will be able to cope up with his fear, then he will be exposed to a new world where he can gain many new experiences. He may try to restructure his thoughts in such a way that his overall emotional and mental health improves and he feels happy in his new surroundings. Thus a proper wellness cycle is necessary for him.

Page : 194 , Block Name : Review Questions

aglasem.com