

### Q1. Define Guidance?

Refer to 2018 Q2. (a)

(b) Write purpose , scope of guidance & Counselling.

**:- Purpose & Scope of Guidance and Counselling**

**Purpose of Guidance and Counselling:**

Guidance and counselling aim to support individuals in their personal, educational, and career development. The main purposes include:

1. Self-Understanding and Awareness – Helps individuals recognize their strengths, weaknesses, interests, and abilities.
2. Educational Guidance – Assists students in choosing suitable courses, study habits, and learning strategies.
3. Career Development – Helps individuals select the right profession based on skills, interests, and job opportunities.
4. Personal and Social Adjustment – Supports emotional well-being, stress management, and healthy relationships.
5. Decision-Making Skills – Encourages independent and informed decision-making in various life aspects.
6. Problem-Solving and Conflict Resolution – Assists in addressing challenges and improving interpersonal relationships.
7. Mental Health Support – Provides emotional counselling to help individuals cope with anxiety, depression, and other mental health issues.

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**Scope of Guidance and Counselling:**

Guidance and counselling cover various fields to assist individuals in different aspects of life, including:

1. Educational Guidance – Helps students in subject selection, study skills, and academic performance improvement.
2. Vocational & Career Guidance – Assists in career exploration, job selection, and skill development.
3. Personal Counselling – Addresses emotional, psychological, and social issues for overall well-being.
4. Social & Behavioral Guidance – Helps individuals in personality development, social behavior, and ethical decision-making.

5. Rehabilitation Counselling – Supports individuals recovering from disabilities, trauma, or substance abuse.
6. Family & Marriage Counselling – Resolves family conflicts, relationship issues, and marital problems.
7. Mental Health Counselling – Provides therapy for anxiety, depression, stress, and other mental health concerns.

Conclusion:

Guidance and counselling play a crucial role in personal growth, academic success, and career development, helping individuals lead a balanced and fulfilling life.

(c) Write role and preparation of counsellor.

**:- Role and Preparation of a Counselor**

**Role of a Counselor:**

A counselor plays a vital role in guiding individuals to overcome challenges and achieve personal, educational, and career goals. The key roles include:

1. Providing Emotional Support – Helps individuals cope with stress, anxiety, and emotional difficulties.
2. Career and Academic Guidance – Assists students in choosing the right courses, careers, and study techniques.
3. Problem-Solving and Decision-Making – Helps individuals make informed choices in personal and professional life.
4. Personal Development – Encourages self-awareness, confidence, and personality growth.
5. Mental Health Support – Offers therapy and intervention for psychological issues like depression, trauma, and addiction.
6. Conflict Resolution – Assists in resolving interpersonal, family, and workplace conflicts.
7. Confidentiality and Ethical Practice – Maintains privacy and follows ethical guidelines in counseling sessions.

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**Preparation of a Counselor:**

To be an effective counselor, proper education, training, and skills are required. The preparation process includes:

1. Educational Qualification:
  - A Bachelor's or Master's degree in psychology, counseling, or social work.
  - Specialization in areas like school counseling, clinical counseling, or career counseling.

## 2. Training and Practical Experience:

- Completing internships and supervised training in counseling centers, schools, or hospitals.
- Engaging in role-playing and case studies to enhance counseling skills.

## 3. Skill Development:

- Communication Skills – Ability to listen actively and express ideas clearly.
- Empathy and Patience – Understanding clients' emotions without judgment.
- Analytical and Problem-Solving Skills – Assessing client issues and offering appropriate guidance.

## 4. Certification and Licensing:

- Obtaining certifications and licenses as per legal and professional requirements.
- Attending workshops and continuing education to stay updated in the field.

## 5. Ethical and Professional Standards:

- Following professional codes of ethics and confidentiality policies.
- Maintaining records and progress reports of clients responsibly.

### Conclusion:

A counselor plays a crucial role in guiding individuals toward a better future. Proper education, training, and ethical practice are essential for effective counseling.

### Q2. Define Interpersonal relations.

#### :- Definition of Interpersonal Relations

Interpersonal relations refer to the social and emotional connections between two or more individuals. These relationships are based on communication, mutual understanding, trust, and shared experiences. They can exist in various forms, such as friendships, family bonds, professional interactions, and romantic relationships.

#### Key Aspects of Interpersonal Relations:

1. Communication – Effective verbal and non-verbal interaction.
2. Trust and Respect – Mutual understanding and reliability.
3. Emotional Support – Helping and caring for each other.
4. Conflict Resolution – Managing disagreements positively.
5. Collaboration – Working together in personal or professional settings.

(B) write purpose and types of interpersonal relation.

#### :- Purpose and Types of Interpersonal Relations

#### Purpose of Interpersonal Relations:

Interpersonal relationships play a crucial role in personal, social, and professional life. Their main purposes include:

1. Emotional Support – Provides comfort, encouragement, and a sense of belonging.
  2. Effective Communication – Helps in sharing thoughts, feelings, and ideas clearly.
  3. Social and Personal Growth – Enhances self-awareness, empathy, and relationship-building skills.
  4. Conflict Resolution – Helps in handling disagreements and misunderstandings peacefully.
  5. Professional Collaboration – Encourages teamwork, leadership, and productivity in the workplace.
  6. Building Trust and Respect – Strengthens connections through honesty, loyalty, and mutual respect.
  7. Mental and Emotional Well-being – Reduces stress, anxiety, and loneliness through meaningful connections.
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#### Types of Interpersonal Relations:

Interpersonal relationships exist in various forms, depending on the nature of interaction and the level of connection. The key types include:

1. Personal Relationships:
  - Family Relationships – Bonds between parents, siblings, and relatives.
  - Friendship – Informal relationships based on trust and shared experiences.
  - Romantic Relationships – Emotional and intimate connections between partners.
2. Professional Relationships:
  - Colleague Relationships – Work-based interactions that enhance teamwork and productivity.
  - Employer-Employee Relationship – Formal connections based on roles and responsibilities.
  - Mentor-Mentee Relationship – Guidance provided by an experienced person to a learner.
3. Social Relationships:
  - Community Relationships – Connections within a society or group for shared activities and goals.
  - Acquaintances – Casual interactions with people we meet occasionally.
4. Therapeutic Relationships:

- Counselor-Client Relationship – Built on trust and professional guidance for mental well-being.
- Doctor-Patient Relationship – Focused on healthcare and patient support.

(c) Why interpersonal relation important in health services.

**:- Importance of Interpersonal Relations in Health Services**

Interpersonal relations are crucial in health services as they enhance patient care, communication, and teamwork among healthcare professionals. Strong relationships contribute to a supportive, efficient, and compassionate healthcare environment.

**Key Reasons Why Interpersonal Relations are Important in Health Services:**

**1. Effective Communication:**

- Ensures clear interaction between doctors, nurses, and patients for better diagnosis and treatment.
- Reduces misunderstandings and medical errors in patient care.

**2. Building Trust with Patients:**

- Helps patients feel comfortable and respected, leading to better cooperation.
- Encourages honest sharing of symptoms and concerns.

**3. Teamwork and Collaboration:**

- Strengthens coordination between healthcare providers (doctors, nurses, technicians).
- Improves efficiency in handling emergencies and patient care.

**4. Emotional Support for Patients:**

- Reduces anxiety, stress, and fear in patients.
- Helps in the psychological and emotional recovery process.

**5. Conflict Resolution:**

- Helps in resolving disputes among healthcare staff and ensuring a positive work environment.
- Prevents patient dissatisfaction and complaints through proper communication.

**6. Increases Patient Satisfaction:**

- A friendly and caring approach improves patient experience.
- Leads to better compliance with treatment and faster recovery.

**7. Enhances Professional Growth:**

- Encourages learning from peers and senior healthcare professionals.
- Builds strong relationships that improve career development.

Conclusion:

Good interpersonal relationships in health services lead to better patient outcomes, stronger teamwork, and a more compassionate healthcare system. They ensure trust, cooperation, and quality healthcare delivery.

Q 3. (a) Describe information, education and communication for health.

**:- Information, Education, and Communication (IEC) for Health**

**Information, Education, and Communication (IEC)** is a strategy used in public health to **spread awareness, educate people, and promote healthy behaviours**. It aims to empower individuals and communities with knowledge to improve their health and well-being.

### **1. Information for Health:**

- **Definition:** Providing accurate and accessible health-related knowledge to individuals and communities.
- **Purpose:**
  - Increases awareness of **diseases, prevention, and treatments**.
  - Helps in **early detection and timely medical intervention**.
  - Provides guidance on **nutrition, hygiene, and sanitation**.

**Example:** Campaigns about the importance of **handwashing, vaccination, or balanced diets**.

### **2. Education for Health:**

- **Definition:** Teaching people about health-related topics in a structured way to encourage informed decision-making.
- **Purpose:**
  - Encourages people to adopt **healthy behaviors** and avoid risks.
  - Enhances **knowledge on diseases, first aid, maternal health, and family planning**.
  - Helps in reducing **misconceptions and myths about health**.

**Example:** Health education programs in **schools, workplaces, and communities**

### **3. Communication for Health:**

- **Definition:** Using different methods to **share health messages effectively** with the target audience.
- **Purpose:**
  - Influences **attitudes, beliefs, and behaviours** toward health.
  - Uses **media (TV, radio, social media), posters, and community talks** to reach people.
  - Encourages **community participation** in health programs.

**Example: Anti-smoking campaigns, COVID-19 awareness drives, or HIV/AIDS prevention programs** using posters, videos, and social media.

### **Importance of IEC in Health:**

- ✓ **Prevents diseases** by promoting awareness.
- ✓ **Encourages healthy lifestyles** and habits.
- ✓ **Reduces health risks** through education.
- ✓ **Improves community involvement** in health programs.
- ✓ **Bridges the gap between healthcare services and the public.**

### **Conclusion:**

IEC is a powerful tool in **public health promotion** that combines **information, education, and communication** to create a healthier society. It helps people make **informed choices** about their health, leading to **better disease prevention and overall well-being**.

(b) explain process of communication.

### **:- Process of Communication**

The **communication process** refers to the exchange of information, ideas, thoughts, and emotions between individuals or groups. It involves several key elements that ensure the message is delivered effectively and understood correctly.

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### **Steps in the Communication Process:**

#### **1. Sender (Source)**

- The person or group who **initiates** the communication.
- They encode (convert) the message into words, symbols, gestures, or images.
- **Example:** A doctor explaining treatment to a patient.

#### **2. Message**

- The **content or information** being communicated.
- Can be **verbal (spoken or written)** or **non-verbal (gestures, body language, expressions, etc.)**.
- **Example:** A teacher explaining a health topic to students.

#### **3. Encoding**

- The process of **converting thoughts or information** into a form that can be communicated.
- Uses **language, symbols, tone, and body movements** to convey meaning.
- **Example:** A nurse using simple language to explain a medical procedure to a patient.

#### 4. Channel (Medium)

- The **method or medium** used to send the message.
- Can be **face-to-face conversation, phone calls, emails, posters, television, or social media**.
- **Example:** A health awareness campaign using TV ads and posters.

#### 5. Receiver

- The **person or audience** who receives the message.
- They **decode** (interpret) the message based on their knowledge, experience, and perception.
- **Example:** A patient listening to a doctor's advice.

#### 6. Decoding

- The process where the receiver **understands and interprets** the message.
- Misinterpretation may occur if the message is not clear.
- **Example:** A student understanding a teacher's explanation in class.

#### 7. Feedback

- The **response** from the receiver to confirm whether the message was understood.
- Can be **verbal (asking questions, giving answers) or non-verbal (nodding, facial expressions)**.
- **Example:** A patient asking a doctor to repeat instructions.

#### 8. Noise (Barriers to Communication)

- Any **interference** that distorts or prevents the message from being understood.
- Types of noise include:
  - **Physical Noise** (loud sounds, poor network connection).
  - **Psychological Noise** (stress, lack of attention).
  - **Language Barriers** (technical terms, different languages).
- **Example:** A doctor speaking in medical terms that a patient cannot understand.

#### Conclusion:

The **communication process** is essential for effective **interaction, learning, and problem-solving** in all areas of life, including healthcare, education, and business. Successful communication depends on **clear messages, appropriate channels, and proper feedback** to ensure understanding.

(C) Discuss barriers in Communication.

**:- Barriers in Communication**



Communication barriers are obstacles that prevent effective exchange of messages between the sender and the receiver. These barriers can lead to misunderstandings, confusion, and ineffective communication.

### **Types of Communication Barriers:**

#### **1. Physical Barriers:**

- External factors like **noise, distance, poor lighting, or faulty communication devices**.
- **Example:** A weak phone signal disrupting a conversation.

#### **2. Language Barriers:**

- Differences in **language, accents, technical terms, or jargon**.
- **Example:** A doctor using complex medical terms that a patient does not understand.

#### **3. Psychological Barriers:**

- Emotional factors such as **stress, anxiety, anger, or lack of confidence**.
- **Example:** A nervous student failing to express their thoughts in class.

#### **4. Cultural Barriers:**

- Differences in **beliefs, values, customs, or social norms** that affect understanding.
- **Example:** A handshake being a common greeting in one culture but inappropriate in another.

#### **5. Perceptual Barriers:**

- Misinterpretation of messages due to **prejudices, stereotypes, or past experiences**.
- **Example:** A manager assuming an employee's silence means disagreement, while they are just thinking.

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### **Conclusion:**

Communication barriers can **reduce clarity, cause misunderstandings, and affect relationships**. Overcoming these barriers requires **clear language, active listening, cultural awareness, and emotional intelligence**.

Q4. (a) Define Audio-Visual Aids.

**:- Definition of A.V. Aids**

**Audio-Visual (A.V.) Aids** are tools that enhance communication and learning by using **sound (audio) and visuals (images, videos, charts, etc.)**. They help in making information more engaging, clear, and easy to understand.

**Key Features of A.V. Aids:**

- ✓ **Enhance understanding** through both hearing and seeing.
- ✓ **Make learning interactive and interesting.**
- ✓ **Improve memory retention** by engaging multiple senses.
- ✓ **Help in overcoming language barriers** with visual representation.

#### Examples of A.V. Aids:

- ✦ **Audio Aids:** Radio, podcasts, recorded lectures.
- ✦ **Visual Aids:** Charts, graphs, posters, flashcards.
- ✦ **Audio-Visual Aids:** Videos, projectors, TV, animations.

**Conclusion:** A.V. Aids are essential in education, healthcare, and training programs as they **simplify complex information and improve engagement.**

(B) explain characteristics of good teaching aids.

#### **:- Characteristics of Good Teaching Aids**

Teaching aids play a crucial role in making learning effective, engaging, and interactive. **Good teaching aids** should have the following characteristics:

##### **1. Simplicity**

- Should be **easy to understand** and not too complex.
- Must convey the **intended message clearly** without confusion.

**Example:** A simple chart explaining the human digestive system.

##### **2. Relevance**

- Must be **directly related** to the topic being taught.
- Should help students **grasp the concept effectively.**

**Example:** Using a globe to explain world geography.

##### **3. Attractiveness**

- Should be **visually appealing** to grab students' attention.
- Use **colours, images, and clear fonts** to enhance interest.

**Example:** A colourful diagram of the solar system.

##### **4. Durability**

- Should be **long-lasting and reusable.**
- Made from **good quality materials** to withstand regular use.

**Example:** A laminated flashcard set for repeated classroom use.

##### **5. Easy to Handle and Use**

- Should be **portable and user-friendly.**

- Can be used **without technical difficulties**.

**Example:** A whiteboard is easy to use for quick explanations.

## 6. Suitability for Learners

- Must be **age-appropriate** and match the learners' level of understanding.
- Should cater to **different learning styles** (visual, auditory, kinesthetic).

**Example:** Animated videos for young children and detailed models for advanced learners

## 7. Cost-Effectiveness

- Should be **affordable and accessible**.
- Can be made using **locally available materials** if necessary.

**Example:** Handmade charts or low-cost printed materials.

## 8. Encourages Participation

- Should involve students in **active learning**.
- Encourages **group discussions, demonstrations, or experiments**.

**Example:** Using role-play or real-life objects in a lesson.

## Conclusion

Good teaching aids make learning **interactive, effective, and enjoyable**. They should be **simple, relevant, durable, easy to use, and cost-effective** while engaging students in active participation.

(c) List the various types of audio visual aids.

### ***:- Types of Audio-Visual (A.V.) Aids***

Audio-Visual (A.V.) aids are tools that enhance learning by using **sound (audio) and visual elements (images, videos, charts, etc.)**. These aids help in **better understanding, retention, and engagement** in education and training.

#### **1. Audio Aids (Hearing-Based)**

These aids **use sound** to enhance learning.

 **Examples:**

- **Radio** – Educational programs and news.
- **Tape Recorders** – Pre-recorded lectures or music.
- **Podcasts** – Online audio lessons.
- **Microphones & Speakers** – Used in classrooms and conferences.

#### **2. Visual Aids (Seeing-Based)**

These aids help learners **understand concepts through visuals**.

 **Examples:**

- **Charts & Graphs** – Explain statistical or complex information.
- **Posters & Flashcards** – Used for quick revision and memorization.
- **Maps & Models** – Help in geography, anatomy, and science learning.
- **Slides & Photographs** – Used in presentations and history lessons.
- **Blackboards & Whiteboards** – Traditional teaching tools.

### 3. Audio-Visual Aids (Both Sound & Visuals)

These aids combine **both hearing and seeing** for better engagement.

#### ✦ Examples:

- **Television & Films** – Educational documentaries and videos.
- **Projectors (Overhead & Digital)** – Used for PowerPoint presentations.
- **Computers & Multimedia** – E-learning platforms, online courses, and animations.
- **Smart Boards** – Interactive digital whiteboards used in modern classrooms.
- **Virtual Reality (VR) & Augmented Reality (AR)** – Advanced learning tools in science and medical training.

### Conclusion

A.V. aids **enhance learning, improve understanding, and make education more interactive.** Choosing the right type depends on the **subject, audience, and learning objectives.**

Q5. Short Notes on

(a) JOHARI WINDOW

**:- Short Note on Johari Window (3 Marks)**

The **Johari Window** is a psychological tool developed by **Joseph Luft and Harrington Ingham** in 1955. It helps in **understanding self-awareness, communication, and interpersonal relationships.**

#### **Four Quadrants of the Johari Window:**

1. **Open Area:** Known to self and others (e.g., name, skills).
2. **Blind Area:** Known to others but not to self (e.g., habits, unconscious behaviors).
3. **Hidden Area:** Known to self but not to others (e.g., personal secrets, fears).
4. **Unknown Area:** Unknown to both self and others (e.g., hidden potential, repressed emotions).

#### **Purpose:**

- Improves **self-awareness and communication.**
- Helps in **personal growth and teamwork.**
- Enhances **trust and relationships** in workplaces and social settings.

(b) Computer as educational media.

### ***:- Short Note on Computer as Educational Media***

Computers play a crucial role in **modern education** by enhancing teaching and learning through **digital tools and multimedia resources**.

#### **Uses of Computers in Education:**

1. **E-Learning & Online Classes** – Platforms like Google Classroom, Zoom, and LMS (Learning Management Systems) support virtual learning.
2. **Multimedia Learning** – Videos, animations, and interactive simulations make complex topics easier to understand.
3. **Research & Information Access** – Internet and digital libraries provide vast educational resources.
4. **Assessment & Evaluation** – Online quizzes, tests, and automated grading improve learning assessment.
5. **Personalized Learning** – AI-based tools adapt lessons to individual student needs.

#### **Benefits:**

- ✓ Increases engagement and interaction.
- ✓ Makes learning flexible and accessible.
- ✓ Enhances creativity and critical thinking.

**Conclusion:** Computers have revolutionized education by making learning **more interactive, efficient, and accessible to a global audience**.

(C) In- Service education.

### ***:- Short Note on In-Service Education***

**In-Service Education** refers to **training and professional development programs** designed for employees while they are actively working. It helps them **update their skills, gain new knowledge, and improve job performance**.

#### **Key Features:**

- ✓ Conducted **while on the job** without leaving work permanently.
- ✓ Helps in **career growth and skill enhancement**.
- ✓ Keeps professionals updated with **new trends, technologies, and best practices**.

#### **Examples:**

- Workshops and seminars for **teachers, nurses, and doctors**.
- Training programs on **new software for employees**.
- Continuous medical education (CME) for **healthcare professionals**.

#### **Benefits:**

- ◆ Improves **efficiency and job satisfaction**.
- ◆ Enhances **professional growth**.
- ◆ Ensures **better service quality** in various fields.

**Conclusion:** In-service education is essential for **lifelong learning and career development**, ensuring professionals stay competent and updated in their respective fields.

(D) Method of Teaching.

**:- Short Note on Methods of Teaching**

**Methods of teaching** refer to the strategies and techniques used by educators to facilitate learning. The choice of method depends on the **subject, learners' needs, and learning objectives**.

**Types of Teaching Methods:**

1. **Lecture Method** – Teacher-centered approach where the instructor explains concepts.
2. **Discussion Method** – Encourages interaction and exchange of ideas between students and teachers.
3. **Demonstration Method** – Uses practical examples, models, or experiments for better understanding.
4. **Project Method** – Students learn by working on real-life projects and problem-solving activities.
5. **Problem-Solving Method** – Focuses on analytical thinking and finding solutions to given problems.
6. **Activity-Based Learning** – Uses hands-on activities like role-playing, storytelling, and experiments.
7. **E-Learning & Multimedia Method** – Incorporates digital tools, videos, and online resources for interactive learning.

**Conclusion:**

Choosing the right **teaching method** enhances student engagement, improves understanding, and makes learning more effective. A combination of different methods often yields the best results.

(E) Rating Scale.

**:- Short Note on Rating Scale**

A **Rating Scale** is a tool used to **assess attitudes, opinions, behaviors, or performance** by assigning a numerical or descriptive value to responses. It helps in **evaluating skills, knowledge, or qualities** in a structured way.

**Types of Rating Scales:**

1. **Numeric Rating Scale (NRS)** – Uses numbers (e.g., 1 to 5, 1 to 10) to indicate levels of performance or satisfaction.

2. **Descriptive Rating Scale** – Uses terms like **Excellent, Good, Average, Poor** instead of numbers.
3. **Graphic Rating Scale** – Uses a visual representation, like a line or a slider, for marking responses.
4. **Likert Scale** – Measures agreement or disagreement with a statement (e.g., Strongly Agree to Strongly Disagree).

**Uses:**

- ✓ **Education:** Assessing student performance and teacher effectiveness.
- ✓ **Healthcare:** Measuring pain levels or patient satisfaction.
- ✓ **Business & Research:** Evaluating customer feedback and employee performance.

**Conclusion:**

Rating scales provide **quantitative and qualitative data** for evaluation, making decision-making more structured and objective.

(F) role of nurse in crisis intervention.

**:- Short Note on Role of Nurse in Crisis Intervention**

**Crisis intervention** is an immediate and short-term response to individuals facing a psychological, emotional, or medical emergency. Nurses play a vital role in **stabilizing, supporting, and guiding** patients through crises.

**Roles of a Nurse in Crisis Intervention:**

1. **Assessment & Identification** – Quickly assess the patient's **physical and emotional condition** to determine the severity of the crisis.
2. **Emotional Support** – Provide **compassionate care** and reassurance to reduce anxiety and stress.
3. **Ensuring Safety** – Prevent **self-harm, suicide, or further deterioration** by implementing safety measures.
4. **Communication & Counseling** – Use **active listening, therapeutic communication, and crisis counseling** to help patients express their feelings.
5. **Medical Care & Stabilization** – Administer **medications, first aid, or other necessary treatments** in emergency situations.
6. **Coordination & Referral** – Connect patients with **mental health professionals, social workers, or support groups** for further help.
7. **Follow-up Care** – Monitor the patient's progress and provide continued support for **long-term recovery**.

**Conclusion:**

Nurses play a critical role in **managing crises effectively** by providing immediate care, emotional support, and guidance to patients in distress. Their intervention helps in **stabilization, recovery, and prevention of further harm**.