

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF
CERTIFICATE IN SOCIAL WORK**

SOWK 00116: COMMUNICATION SKILLS IN SOCIAL WORK

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 24/3/2021

8.30 AM – 10.30 AM

INSTRUCTIONS:

- Answer Question **One** and any other **Two** Questions
- Do not write anything on this question paper.

SECTION A

Q.1

- (a) Define the following terms as used in Social work Communication skills
- | | |
|----------------------------------|-----------|
| (i) Communication skills. | [2 Marks] |
| (ii) Interpersonal communication | [2 Marks] |
| (iii) Verbal communication | [2 Marks] |
| (iv) Non-verbal communication | [2 Marks] |
| (v) Helping skills. | [2 Marks] |
- (b) Explain any seven principles of effective communication in social work. [14 Marks]
- (c) Explain what constructive feedback is. Give two examples that have happened to you and how you gave constructive feedback on each occasion. [6 Marks]

SECTION B

Q.2.(a) Explain how questioning /interviewing techniques are used in social work.[10 Marks]

(b) Explain five merits of using the above technique in social work practice. [10 Marks]

Q.3.(a) Explain the different principles of effective conflict management. [10 Marks]

(b) Give five examples of interpersonal skills required for a social worker to communicate effectively. [10 Marks]

Q.4. Discuss any 5 helping skills for effective communication that are possessed by social workers. Give two examples for each. [20 Marks]

Q.5. Discuss the importance of effective communication in social work practice. [20 Marks]

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