

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 07/07/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- Answer question one and any other two

SECTION A

1. a) Define the following
 - (i) Communication (2 marks)
 - (ii) Non-verbal communication (2 marks)
 - (iii) Verbal communication (2 marks)
 - (iv) Interviewing skills (2 marks)
 - (v) Constructive feedback (2 marks)
- b) A social worker has to possess different skills in order to communicate effectively, name and explain any 7 of them. (14 marks)
- c) What is constructive feedback? (2 marks)
- d) Give a scenario you have ever been involved in and you used constructive feedback to settle the differences. (4 marks)

SECTION B

2. a) However careful one is when communicating, barriers will sometimes occur. Explain the barriers to effective communication. (10 marks)
- b) Explain five remedies to those barriers. (10 marks)

3. Explain any 5 principles for proper communication as used in social work. (20 marks)

 4. a) Explain any 7 importance of effective communication to a team working in the field as social workers. (14 marks)
b) Explain how you would categorize working with individuals, families and communities. (6 marks)

 5. Discuss any 5 advantages of non-verbal communication and 5 advantages of verbal communication. (20 marks)
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