

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

SOWK 0116: COMMUNICATION SKILLS IN SOCIAL WORK

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 6 /07/ 2021

8.30 AM – 10.30 AM

INSTRUCTIONS:

- Answer Question one and any other Two.
- Do not write on the question paper

QUESTION ONE

- 1.a) Define the following terms as used in communication skills in social work.
- | | |
|------------------------|-----------|
| i) Communication | [2 Marks] |
| ii) Listening | [2 Marks] |
| iii) Empathy | [2 Marks] |
| iv) Self disclosure | [2 Marks] |
| v) Conflict management | [2 Marks] |
- b) Explain the principles of communication. [10 Marks]
- c) Using relevant examples illustrate communication with individuals, families and communities. [10 Marks]
2. a) Discuss conflict management techniques. [10 Marks]
b) Explain questioning techniques [10 Marks]
- 3.. a) Discuss five importance of communication. [10 Marks]
b) Explain communication in the context of development [10 Marks]

QUESTION FOUR

4. a) Discuss verbal and non-verbal communication skills as used in social work. [10 Marks]
- b) Explain concept of constructive feedback and listening skills. [10 Marks]
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