

CHUKA



UNIVERSITY

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EXAMINATION FOR THE AWARD OF CERTIFICATE IN SOCIAL WORK

SOWK 00116: INTRODUCTION TO COMMUNICATION

STREAMS: CERT (SOWK)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 5 /12/2018

8.30 A.M - 10.30 A.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO Questions.

QUESTION ONE

- (a) Define communication. [5 Marks]
- (b) Explain the main characteristics of communication. [15 Marks]
- (c) Explain the relevance of effective communication in social work practice. [10 Marks]

QUESTION TWO

- (a) Define effective communication. [3 Marks]
- (b) Explain the principles of effective communication in social work practice. [17 Marks]

QUESTION THREE

Explain the barriers that hinder effective communication in social work practice. [20 Marks]

QUESTION FOUR

Describe the strategies for making communication process effective in the social work practice. [20 Marks]

QUESTION FIVE

- (a) Discuss in order the communication process. [10 Marks]
- (b) Describe the key stages of communication. [10 Marks]

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