

CHUKA



UNIVERSITY

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

SOWK 00116: COMMUNICATION SKILLS IN SOCIAL WORK

STREAMS: CERT (SOWK)

TIME: 2 HOURS

DAY/DATE: TUESDAY 03/12/2019

11.30 AM – 1.30 PM

INSTRUCTIONS:

SECTION A: COMPULSORY (30 MARKS)

1. (a) With clear illustrations, give the definition of communication. [2 marks]
- (b) Explain the importance of communication in social work practice. [10 marks]
- (c) State and explain the characteristics of communication. [10 marks]
- (d) Discuss four advantages of non-verbal communication. [18 marks]

SECTION B: ANSWER ANY TWO QUESTIONS

2. using a diagram, describe the process for communication. [20 marks]
 3. Communication is a dynamic process of action and interactions towards a desired goal. Explain any five elements of communication process. [20 marks]
 4. Discuss the basic principles of communication giving examples. [20 marks]
 5. (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]
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