



**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES &  
EDUCATION**

**NHCS 102: COMMUNICATION SKILLS II  
END OF SECOND SEMESTER EXAMINATIONS**

**MAY 2020**

**LECTURERS: Mr. J. Chitakatira and Mr. D. Sithole**

**DURATION: UP TO 48 HRS**

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***INSTRUCTIONS***

You are required to answer questions as instructed

Answer **One (1)** question only

Credit will be awarded for logical, systematic and neat presentations

### Question 1(Passage based)

You are a social worker faced with a client whose background is detailed in the narrative below. Read the following account and think about the communication strategies appropriate to your engagement with the client. Answer the questions that follow.

### **Expulsion!**

His heart was pounding heavily with love, Julius was led out of the classroom. The headmaster told the head boy of the school to take Julius to the dormitories and supervise his packing. And, hands thrust deep into his pockets, Julius walked tall between the two blocks of classrooms, three hundred pairs of eyes on him. He was going to pack and go...He was a dangerous element in the school...He had made a shocking speech...Julius could see Dora shedding a tear or two.

Later, he was standing on a little rise of the very long road to his home. He held his untidy little bundle of clothes in his right hand and with his left hand he shaded his eyes from the sun as he looked along that road. He felt as bad as when he had missed a ball on the football field. What he had done, he felt, had been very childish. It was not as big as he thought. He had achieved nothing. He saw Dora's look as he left the classroom – he had lost her too. Now somebody else was going to take her. She would not care about him now. He felt something catch in his throat. Everything lost colour. His speech had not been so wonderful after all, and he wasn't so dangerous either; the look in Dora's eyes had not been of love nor admiration but of pity. Only the last words the Old Bat had spoken to him seemed true. He was a poor, spoilt, blind child who needed a loving mother's care. Julius felt very sorry for himself. Already he could hear his stepmother's bick-bickering voice. He felt very tired, and from this little rise in the road, he could see the whole country lying flat and desolate and its lonely black immensity chilled him. He felt very small, very insignificant, and nobody cared what happened to him. The only important things to him now were that he was going home and the sun was setting and he was alone and it was sixty miles from home.

Thinking of the untraveled journey in front of him, he made a loud statement in the Past Third Person Singular: 'The only time he has ever been happy was when he was at school.' And after saying this, he could not help the tears that came to his eyes.

*Extract from Mungoshi, C: The Hero*

## Questions

- (a) Give a concise description of Julius's situation in not more than five (5) lines.
- (b) What overall communication technique would you use to improve the physical, emotional and mental well-being of the client?
- (c) Identify the three essential elements for a successful engagement with the client in this situation.
- (d) Explain how an understanding of human emotions is helpful in supporting the client to achieve emotional well-being in this case.
- (e) What does this story tell us about the importance of having school based social workers?

**Total (20 marks)**

## Question 2

Identify some of the ethical issues of communication in social work and explain how as a Social Worker you can manage them. (20 marks)

## Question 3

Define therapeutic communication fully and explain its usefulness for you as a Social Worker. (20 marks)

**End of Paper**