



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

**NHCS 102: COMMUNICATION SKILLS II (SOCIAL WORK)**

**END OF SECOND SEMESTER SUPPLEMENTARY EXAMINATIONS**

**JULY, 2022**

**LECTURER: J. CHITAKATIRA**

**DURATION: 3 HOURS**

**INSTRUCTIONS**

1. Answer **any three (3)** questions
2. All questions carry equal marks.
3. DO NOT repeat material.
4. Write legibly.



**Question 1**

Examine communication in a professional context using an appropriate example.  
(100 marks)

**Question 2**

Discuss the value of therapeutic communication in social work using suitable examples.  
(100 marks)

**Question 3**

Explore the application of Daniel Goleman's Model of emotional intelligence in social work.  
(100 marks)

**Question 4**

Define impression management fully and show its importance to the individual and an organization citing suitable examples.  
(100 marks)

**Question 5**

Illustrate how leadership style influences communication using suitable examples.  
(100 marks)

**End of Paper**