



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

NHCS 102: COMMUNICATION SKILLS II (SOCIAL WORK)

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL/MAY, 2022

LECTURER: J. CHITAKATIRA

DURATION: 3 HOURS

INSTRUCTIONS

1. Answer **QUESTION 1** from **Section A**
(COMPULSORY)
2. Answer **any TWO** questions from **Section B**
3. All questions carry equal marks. (20).
4. **DO NOT** repeat material.
5. **Write legibly.**

SECTION A (Compulsory)

1. A victim of domestic violence whose experience is narrated below has been referred to you as a social worker. Read the following account and think about the communication strategies you would employ to promote the emotional, physical and emotional wellbeing of the client. Answer the questions that follow.

Abused

And then without warning the man began to change, and in time completely shunned her company and hut, confining himself more to his *thingira*. She felt embittered and sought him. Her heart bled for him yet found him not. Muthonga, the warrior, the farmer, the dancer, had recovered his old hard-heartedness which had been temporarily subdued by her, and he began to beat her. He found her quarrelling with the eldest wife, and all his accumulated fury, resentment and frustration seemed to find an outlet as he beat her. The beating; the crowd that watched and never helped! But that was a preamble to such torture and misery that it almost resulted in her death that very morning. He had called on her early and without warning or explanation had beaten her so much that he left her for dead. She had not screamed; she had accepted her lot. And as she lay on the ground thinking it was now the end, it dawned on her that perhaps others had been suffering as much because of her. Yes! She could see them being beaten and crying for mercy. But she resolutely refused to let such beating and misgivings subdue her will. She must conquer; and with that she quickly made up her mind. This was no place for her. Neither could she return to her place of birth to face her dear old considerate father again. She could not bear the shame...

Extract from Ngugi wa Thiongo; *Secret Lives*

Questions

- (a) Summarise this woman's problem in not more than five (5) lines.
- (b) What communication strategy would you use to improve the emotional and mental well-being of this client?
- (c) Justify your choice of strategy in (b).
- (d) How would you ensure love, trust, and understanding between you and the client?
- (e) What lesson about communication do we learn from this situation?

Total (20 marks)

SECTION B: Answer any TWO questions from this section.

avoid quarrelling
- less noise
- respect
- peace.

Question 2

- ① Discuss how an understanding of the emotional and intellectual wellbeing of a client is important in successful communication between social worker and client. (20 marks)

Question 3

Explore any six (6) dimensions of nontherapeutic communication and point out the importance of each. (20 marks)

- | | |
|---------------------|-------------|
| ① Change of subject | ① Empathy |
| ② Asking question | ② Listening |
| ③ Explanation | ③ PI |
| ④ Empathy | |
| ⑤ | |
| ⑥ | |

Question 4

Discuss Daniel Goleman's Model of emotional intelligence and show how you might apply this in your communication as a social worker. (20 marks)

Question 5

Identify some of the major characteristics of organizational communication and explain how these affect the communication aspect of your work as a social worker. (20 marks)

Question 6

Explain the relationship between leadership style and communication using suitable examples. (20 marks)

End of Paper