



**REFORMED CHURCH UNIVERSITY**

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**FACULTY OF EDUCATION AND SOCIAL SCIENCES**  
**CERTIFICATE IN SOCIAL WORK**

**INTRODUCTION TO COMMUNICATION SKILLS FOR AUXILIARY  
SOCIAL WORKERS**

**CSW 106**

**EXAMINATION**

**TOTAL MARKS [100]**

Date: February 2023

Time: 2 Hours

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**INSTRUCTIONS**

1. This paper has *five (5)* questions
2. Answer any *two (2)* questions
3. Each question carries *25 marks*
4. Start each question on a new page

1. Explain any five functions of communication in an organisation. (25)
2. Describe at least five characteristics of a good listener. (25)
3. List any five communication barriers and how you a social worker can overcome them. (25)
4. Briefly explain the following components of the communication process.
  - a. Source (5)
  - b. Channel (5)
  - c. decode (5)
  - d. feedback (5)
  - e. noise (5)
5. Why is feedback important in the communication process? (25)

***End of paper***