



**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. (25)  
a) Source                      b) channel                      c) decode                      d) feedback                      e) noise
5. Why is feedback important in the communication process? (25)

***End of paper***