



REFORMED CHURCH UNIVERSITY

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

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