

# WOMEN'S UNIVERSITY IN AFRICA



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*Addressing gender disparity and fostering equity in University Education*

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**FACULTY OF SOCIAL AND GENDER TRANSFORMATIVE SCIENCES**

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**DIPLOMA IN SOCIAL WORK**

**MAIN PAPER**

**DSW 126: PROFESSIONAL COMMUNICATION SKILLS**

**INTAKE 19: FIRST YEAR SECOND SEMESTER**

**TIME: 1 ½ HOURS**

## **INSTRUCTIONS TO CANDIDATES**

1. Answer any **two** questions.
2. All questions carry equal marks.

**Question 1**

Evaluate the use of brochures and posters in information dissemination when doing Social Work. [25]

**Question 2**

Discuss the roles of the following people during meetings:

- a) Chairperson; [10]
- b) Secretary; and [10]
- c) Attendees. [5]

**Question 3**

Explore how the following intercultural communication variables can positively and negatively impact on communication between a Social Worker and a client:

- a) Age; [5]
- b) Gender; [5]
- c) Language; [5]
- d) Social status; and [5]
- e) Religion. [5]

**Question 4**

Discuss the roles played by the interviewer and interviewee in a formal interview set up. [25]

**END**