

NATIONAL UNIVERSITY OF LESOTHO

BSW SUPPLEMENTARY EXAMINATIONS

**SW 1305- PROFESSIONAL RELATIONSHIPS AND COMMUNICATION SKILLS IN
SOCIAL WORK**

AUGUST, 2023

MARKS: 100

TIME: 2HRS:30MIN

INSTRUCTIONS: ANSWER ANY THREE QUESTIONS

EACH QUESTION CARRIES 25 MARKS

1. Consider the assertion that listening does assist social workers to comprehend both content and context of what is being projected by clients.
2. Paraphrasing is an attending tool which does constitute significance to the success of social work therapeutic sessions. Explain.
3. Elaborate on any **THREE** environmental barriers that can hinder effective communication during social work process.
4. Expound on Watzlawick et al's (1967) famous declaration that people cannot not communicate.
5. Identify and elaborate on **THREE** therapist attitudes according to Carl Rogers' (1946) client centered therapy, which are necessary and sufficient conditions to effect positive change in the client.