

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK
RE-SIT EXAMINATION QUESTION PAPER, JULY 2018**

TITLE OF PAPER: SKILLS IN INTERVIEWING AND COUNSELING

COURSE CODE: SWK 225

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS:

- 1. ANSWER ANY THREE (3) QUESTIONS**
- 2. ALL QUESTIONS CARRY EQUAL MARKS**
- 3. TOTAL MARKS**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION IS GRANTED
BY THE INVIGILATOR**

QUESTION ONE

Critically discuss Carl Roger's (1957) facilitative conditions or core conditions in the helping relationship.

QUESTION TWO

Explore the use of empathic communication in your work with clients using a verbatim.

QUESTION THREE

Involuntary and referred clients often express anger and frustration about even being in an introductory session with a social worker. Discuss how the social worker can reflect this anger and frustration and reframe it more constructively. Use a verbatim to demonstrate the skills used with involuntary clients.

QUESTION FOUR

Male, age 16 [in weekly visits to social work probation officer]: I don't see the sense in having to come here every lousy week. I haven't been in any trouble now since I went to court a month ago. You should know by now you can trust me.

Demonstrate authentic responding, positive feedback and empathetic communication skills to this client using a verbatim.

QUESTION FIVE

A single woman (Zinzi), age 80 [visits a social worker concerning her request by her children to move to an independent living complex (old age facility) provided for ambulatory elderly persons]

Zinzi: Goodness, the more I think of moving, the more scared I get. I have neighbors here who look after me, and I won't know a soul there. I'm afraid I'll be all alone.

Use a verbatim to showcase the skills set a social worker can use in working with this elderly person.

QUESTION SIX

Kim, age 14 [in tears, talking angrily to her mother]

Kim: You hardly ever listen. At home, you just always yell at us and go to your bedroom.

Mrs. R: I thought I was doing better than that ...

Mr. R [interrupting his wife to speak to social worker]: I think it's hard for my wife because ...

Social worker: [holds up hand to father in a “halt” position, while continuing to maintain eye contact with mother and daughter; speaks to Kim]

Social worker: I would like to stay with your statement for a moment. Kim, please tell your mother what you’re experiencing right now.

From the excerpt above what skills is the social worker demonstrating and how is intervention helping the client to refocus on the issues at hand?

Complete the verbatim by demonstrating how the social worker continues to intervene and tactfully controls the flow of events during the session.