



UNIVERSITY OF ESWATINI

FIRST SEMESTER MAIN EXAMINATION PAPER, NOVEMBER 2019

FACULTY OF SOCIAL SCIENCES

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

COURSE CODE: SWK225

TITLE OF PAPER: SKILLS IN INTERVIEWING AND COUNSELING

TIME ALLOWED: 2 HOURS

Instructions

1. Answer any three (3) questions

Candidates may complete the front cover of their answer book when instructed by the Chief Invigilator and sign their examination attendance cards but must not write anything else until the start of the examination period is announced.

No electronic devices capable of storing and retrieving text, including electronic directories and any form of foreign material may be used while in the examination room.

DO NOT turn examination paper over until instructed to do so.

Question 1

The Licensed Independent Clinical Social Workers (LICSW) define “Use of Self” as sharing myself with my clients through skillful self-disclosure and empathy and authentically bringing all I’m made of into the therapeutic relationship for use as a therapeutic tool” (Daley, 2013:3).

Discuss how the domains of personality, belief system and relational dynamics can be used to understand the notion of “Self.”

Question 2

Using examples, discuss three (3) techniques used to facilitate open-ended questions during an interview.

Question 3

Discuss appropriate physical contact between the social worker and client during interviewing and counseling, taking into consideration culture, age and gender of the client.

Question 4

Using examples, discuss responses social workers and counselors MUST avoid when attempting to express empathy.

Question 5

Countertransference is the tendency of counselors to inappropriately transfer feelings and behaviors to clients (Shebib, 2007). Using examples, explore signs that countertransference is happening.

Question 6

Examine the conditions where you make exceptions on client self-determination and promise of confidentiality during interviewing and counseling.