



UNIVERSITY OF ESWATINI

FIRST SEMESTER RE-SIT EXAMINATION PAPER, JANUARY 2020

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

Examine how the beginning phase would influence the ending phase of social work helping process.

Question 2

Discuss the conditions where you can make exceptions on client's self determination and the promise of confidentiality during interviewing and counseling.

Question 3

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

Question 4

Examine the two (2) critical questions that the relationship contract between the social worker and client are designed to answer.

Question 5

Discuss how a social worker/counselor would work with clients who are angry, resistant and potentially violent.

Question 6

Furman and Ahola (1994) introduced the idea of "solution talk" as a way to evoke a solution-oriented focus to a counseling interview. Using examples, examine the advantages of "solution talk" in the social work helping process.