

**UNIVERSITY OF ESWATINI**

**FACULTY OF SOCIAL SCIENCES**

**DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK**

**RE-SIT EXAMINATION QUESTION PAPER, JANUARY 2019**

**TITLE OF PAPER: SKILLS IN INTERVIEWING AND COUNSELING**

**COURSE CODE: SWK225**

**TIME ALLOWED: TWO (2) HOURS**

**INSTRUCTIONS: 1. ANSWER ANY THREE (3) QUESTIONS**

**2. ALL QUESTIONS CARRY EQUAL MARKS**

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

## **Question 1**

### **Scenario: Louise**

**Louise:** 'So many things have happened since I was discharged from the day hospital two months ago. I broke up with Harry, my boyfriend, and I moved to a new flat. I really like where I live now, it is smaller but the neighbors are very friendly and helpful. There have been a couple of times when I have been upset and cried a lot, but I know I did the right thing. Harry and I were always arguing about money and his drinking. I used to be afraid that he would hit me. He never did but I do not want to be always afraid. He keeps phoning me, he wants us to get back together. I miss him, [eyes fill up with tears] but I told him I do not want him back. I am much happier now; no more arguments and I am looking forward to lots of things. I am going on holidays with my sister Sharon and her family. They are so good to me.'

- a. Identify non-verbal skills summarized in the acronym SOLER that can help you to create the therapeutic space and tune-in-to what the client is saying.
- b. Discuss these skills using a verbatim with Louise.
- c. Using the case scenario of Louise apply the RESPETFUL Model.

## **Question 2**

Discuss Bonham's (2004) behaviors and characteristics demonstrated by a good (active) listener. Use examples to support your views.

## **Question 3**

Identify and discuss the essential principles suggested for getting therapy off to a good start. In your discussion demonstrate the importance of each principle and the potential consequences of failing to establish them.

## **Question 4**

- a. Discuss how the helping relationship can become a forum for relearning and why flexibility is important in the helping relationship.
- b. How are relearning and flexibility related to counseling outcomes?
- c. What are the 'shadow side' realities in the helping relationship?

**Question 5**

Discuss the values inherent in the helping process? In your discussion highlight the reasons why these values are referred to as 'tools of the trade' (Egan, 2004).

**Question 6**

Define the roles and characteristics of empathy, culture, multiculturalism and diversity in the helping relationship. In your discussion highlight how a social worker can actively develop each and how they are related to therapeutic outcomes.

•

•