



# ZIMBABWE EZEKIEL GUTI UNIVERSITY

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## FACULTY OF HERITAGE AND SOCIETAL ADVANCEMENT

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### DEPARTMENT SOCIAL WORK

### EXAMINATION PAPER

### PART 1 SEMESTER 2 (1:2)

COURSE CODE : DATR200  
COURSE TITLE : Diploma English for Professional Purposes  
DURATION : 3 Hours  
DATE : 29 JUL 2024

#### INSTRUCTIONS TO CANDIDATES:

1. Answer **two** questions only
2. Section A is **COMPULSORY**
3. Choose any other question from section **B**
4. Each question carries 25 Marks.
5. Start each question on a new page of your answer sheet.
6. Use relevant examples from the field of social work in answering all your questions

## SECTION A

1. 'Some scholars argue that message in communication is what the sender sends while others say it is what the receiver hears.' With valid examples from the field of social work, provide your own understanding of message as an element of the communication process and outline the barriers to effective messaging.

## SECTION B

2. Several months into your work-related learning, you have taken a great deal of time to observe and learn. Outline any **three** major challenges to conflict management and how you would use communication to solve them.
3. When dealing with audiences from different cultural backgrounds as a social worker, your greatest weapon for victory is persuasion. Examine any **two** approaches to persuasion you would adopt to convince elders in a conservative community against child marriages.
4. The Minister of Child welfare in the Ministry of Health and Social services in Zimbabwe is concerned about the general upkeep of children in the country. In particular he would like to find out the extent of the increase in street kids, the cause and effects. The Director on 20 May 2024, instructed you as District Social worker to carry out an investigation and prepare a Report. The report with recommendations on how to tackle the problem of the increase in the number of street kids should reach his office on or before 06 June 2024.