



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE AND SOCIETAL ADVANCEMENT

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 : 28 NOV 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. As a social worker going into the field during your work related learning, how would you prepare yourself for interaction with the audiences you intend to meet?

SECTION B

2. As a student on work related learning, it is part of your duties to attend meetings both within your department and those organisation-wide. A few months into the job you realise most of the meetings are quite dull and boring. Imagine you become a chair in one of the meetings, outline any **five** factors you would consider to ensure the meeting you are chairing is engaging.
3. It is your duty as a student going on work related learning to be well aware of the different zones of interpersonal communication. Discuss any three of these zones and how they may lead to conflict within a professional set up if not observed.
4. Effective communication can either be hindered at the ideation stage or at the interpretation stage. Examine any **Three** factors influencing the encoder from effectively communicating his/her message and any **Two** affecting the decoder from receiving or decoding the sent message.

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