

A1008

Name.....

Register No.....

**NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION
TECHNOLOGY (AUTONOMOUS)**

FIRST SEMESTER END SEMESTER EXAMINATION NOVEMBER 2025

MASTER OF SOCIAL WORK

SOW1C04 - PROFESSIONAL SKILLS FOR SOCIAL WORKERS

Time: Three Hours

Maximum: 30 Weightage

Section A

Answer any four questions not exceeding 100 words
Each question carries 2 weightage

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| 1. Define non-verbal communication. | CO2 |
| 2. What is management? | CO1 |
| 3. Discuss on active listening. | CO2 |
| 4. Define Johari Window. | CO1 |
| 5. State the meaning of written communication. | CO2 |
| 6. Mention two uses of ICT in social work. | CO5 |
| 7. Give definition for decision-making. | CO3 |

Section B

Answer any four questions not exceeding 300 words
Each question carries 3 weightage

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| 8. List three life skills with relevance to social work practice. | CO3 |
| 9. Comment on three methods of conflict resolution. | CO4 |
| 10. State three functions of communication. | CO1 |
| 11. How does SWOT analysis help in personal growth? | CO1 |
| 12. Analyse transformational and transactional leadership. | CO4 |
| 13. Explain the significance of self-awareness in social work. | CO5 |
| 14. Differentiate between oral and written communication. | CO2 |

Section C

Answer any two questions not exceeding 800 words
Each question carries 5 weightage

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| 15. Discuss the types of non-verbal communication with examples. | CO2 |
| 16. Explain the factors affecting self with suitable examples. | CO1 |

Turn Over

17. Critically analyse self-defeating behaviours and strategies to overcome them.

CO3

18. Evaluate the role of communication in conflict resolution.

CO4
