

**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

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**Section A**

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

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

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

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

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