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# DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – DECEMBER 2023

Semester: IV 252SW42 WORKING WITH INDIVIDUAL AND FAMILIES

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) Discuss the concept of stress in details. (10 Marks)  
b) Explain the social casework principle of individualization with an appropriate example. (5 Marks)  
c) Summarize the social work principle of non-judgmental attitude. (5 Marks)
2. a) Describe the various characteristics of counseling settings that will ensure good communication. (10 Marks)  
b) Discuss the importance of follow up in social case work. (5 Marks)  
c) Write short notes on the planning phase of the social case work process. (5 Marks)
3. a) Define effective communication in the context of social case studies. (5 Marks)  
b) Highlight the effective basic communication skills in casework. (5 Marks)  
c) Interpret the concept of SOLER. (10 Marks)
4. a) Discuss the importance of recording in the casework practice. (10 Marks)  
b) Summarize the numerous types of recording in social casework. (10 Marks)
5. a) Explain the stages of the crisis intervention model. (10 Marks)  
b) Explain six steps to consider in the problem solving process. (10 Marks)
6. a) Explain the various caseworker roles in family and child welfare-centered social work. (10 Marks)  
b) Write brief notes on crisis intervention. (5 Marks)  
c) Write notes on the advocacy role of social worker in community settings. (5 Marks)
7. a) Identify and explain the required skills for dealing with communication barriers. (10 Marks)

b) Discuss the important points to consider for maintaining a professional relationship in working with individuals. **(10 Marks)**