

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: Counselling Skills I
CODE NO. : CYW203 **SEMESTER:** 3
PROGRAM: Child and Youth Worker
INSTRUCTOR: Sandy MacDonald, Ext. 2439
sandy.macdonald@saultcollege.ca
DATE: Sept/2008 **PREVIOUS OUTLINE DATED:** Sept/2007

APPROVED:

CHAIR

DATE

TOTAL CREDITS: 3
PREREQUISITE(S): HSC103 or permission of course professor
HOURS/WEEK: 3

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For additional information, please contact the Chair, Community Services
School of Health and Community Services
(705) 759-2554, Ext. 2603*

I. COURSE DESCRIPTION:

This course is an introduction to helping and counselling competencies and processes. It is designed to introduce the student to the techniques of the helping interview. Emphasis will be on various types of interviews, variables in an interview, and the implications of self-awareness to a helping interview. Extensive practice will occur to reinforce the “skill” orientation of the course. Application of these skills will be the main focus of the course. The course encourages a holistic view of the “client”.

II. LEARNING OUTCOMES and ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will have demonstrated the ability to:

- 1. Develop and maintain therapeutic relationships that promote growth and development.**

Potential Elements of the performance:

- a) *Label, describe and use relevant helping skills to promote understanding and trust - such skills include, but are not limited to: eye contact, verbal following, silence, questioning, reflecting, summarizing, communication of respect and empathy, attention to non-verbal behaviour.*
 - b) *Identify the behavioural and psychosocial needs of a helpee/client.*
 - c) *Demonstrate awareness of cultural, age, gender and other contextual issues and discuss their relevance in counselling.*
 - d) *Reassure the helpee/client on such professional issues as confidentiality.*
 - e) *Evaluate interactions and skill performance.*
- 2. Offer supportive intervention, verbally and non-verbally, while guiding the interaction toward achieving some positive change in the helpee/client.**

Potential Elements of the performance

On written tests and assignments, and in class demonstrations and discussions, the student will:

- a) *Explain and apply to problem situations the theoretical concepts presented in the texts and lectures.*
- b) *Provide relevant structure to the helping interview: beginning, moving through developmental stages, ending.*
- c) *Identify helpee/client strengths and explain how to utilize these to assist the helpee/client.*
- d) *Determine the degree of trust in an interview.*

- 3. Perform ongoing self-assessment and holistic self-care to promote awareness and enhance professional competence.**

Potential Elements of the performance

On written tests and assignments, and in class demonstrations and discussions, the student will:

- a) *Explain and demonstrate “centering” skills, and use these in emotionally-charged situations.*
- b) *Express and process personal reactions to helpee/client situations, and discuss how one’s own reactions may affect the counselling process.*
- c) *Describe a personal program of self-care as it pertains to counselling work.*
- d) *Maintain professional boundaries with helpees/clients, within class demonstrations*
- e) *Utilize formal and informal feedback and supervision.*
- f) *Establish and update professional goals to enhance counselling learning and practice.*
- g) *Apply organizational and time management skills (including but not limited to assignment completion by deadline, class participation and preparation, punctuality).*
- h) *Identify resources that could enhance counselling practice.*
- i) *Apply critical thinking skills to the counselling process*

- 4. Use technological tools appropriate and necessary to the performance of tasks.**

Potential Elements of the Performance

- a) *Produce video and/or audio recording of interview.*
- b) *Review and evaluate video and/or audio recording of interview.*
- c) *Explain the ethics and legalities pertaining to use of video and/or audio recordings in counselling practice.*
- d) *Assist client to complete “agreement to video and/or audio recording” forms (i.e. dealing with confidentiality)*
- e) *Use Internet to conduct research*
- f) *Use word processor to produce reports.*

- 5. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.**

Potential Elements of the Performance

- a) *Identify tasks to be completed.*
- b) *Demonstrate behavioural correlates to equity and fairness in class situations..*
- c) *Contribute feedback in a professional manner.*
- d) *Encourage and receive feedback in a professional manner.*
- e) *Demonstrate respect for individual learning needs and styles.*

6. Take responsibility for one's own actions and decisions.*Potential Elements of the Performance*

- a) *Review and assess counselling practice decisions.*
- b) *Reflect on the process and practices used.*
- c) *Identify own successes and reinforce and adapt to new situations.*
- d) *Identify own errors and make corrections.*
- e) *Account for how one's own values and beliefs affect actions and decisions.*
- f) *Explain and/or defend decisions made and actions taken, with regard for the priority of helpee/client needs.*

III. REQUIRED RESOURCES TEXTS/MATERIALS:

- 1) Shebib, B. (3rd Ed). Choices: Practical interviewing and counselling skills. Toronto: Prentice-Hall.
- 2) Evans, D. R., Hearn, M. T., et al. (current edition) Essential interviewing, Monterey, California: Brooks-Cole.

Also required: Each student is responsible for the production and submission of an audio recorded interview in a portable format, that is of good quality and accessible by the Professor. The College has resources to help. Ask the professor.

IV. METHODOLOGY:

Students will have the opportunity to view effective and ineffective counselling. Theoretical approaches to counselling will be presented and discussed.

The major thrust of the course will be on practicing basic helping skills. Students will be expected to be prepared for each class (readings and exercises completed, skills practiced, etc.) Video and audio tape will be used to allow the students to recognize and analyze their improving skills. Role play may be used.

This class is not intended to be a therapy session for students. However, students must be prepared to share of themselves, within the context of practice-helping sessions. The emphasis is on learning and demonstrating helping/counselling skills and theory.

V. COURSE FORMAT:

Two hours/week - entire class - includes some or all of: lecture, review of readings, discussion, demonstration, role play.

One hour/week - intensive skill development and application of theory.

VI. EVALUATION PROCESS/GRADING SYSTEM:

- A. Participation and Skill Acquisition/Demonstration (30%)
- B. Tests: Mid-term (20%) and Final (20%) – Dates to be announced in class
- C. Submission of Audio Recorded Interview (20%) – Due Date to be announced

Length: 10 – 12 minutes.

Subject:

Tape to be done with anyone except CYW, NCW, or SSW student. The student helper should endeavour to use the skills studied to date. Setup and audibility of the tape is crucial and is the student's responsibility. Adherence to confidentiality is expected, and guaranteed from the professor - the student counsellor must guarantee on tape his or her own adherence to confidentiality, and have this confirmed by the "client". The "Permission Form" must be completed and submitted with the tape. The legal/ethical limitations to confidentiality will be reviewed in class. (See Grading Criteria and Permission Form Attached)

Late audio recordings will not be accepted, unless due to a verified emergency. Submissions without the name of the student will not be graded.

- D. Written Review/Analysis of Audio Recording (10%):

Due Date: - same date as audio recording

Each student is expected to select and analyze three specific moments or helper statements drawn from the completed interview. The first moment is to be drawn from the first portion of the interview, the second from the middle portion of the interview, and the third from the final portion of the interview. For each of the three selected segments, write a paragraph or two describing what you, the helper, were trying to do in that moment, how you did or did not accomplish that and, if not, an alternative approach. In conclusion, write a paragraph or two with your reactions to the overall interview at that point. (See Grading Criteria attached)

Grading Summary:

| | |
|--|-------|
| Participation, skill acquisition, skill demonstration, etc., as per “A” above | 30% |
| Mid-term Test | 20% |
| Final Test | 20% |
| Audio Recording of Interview | 20% |
| Written Review/Analysis of Audio Recorded Interview | 10% |
| | <hr/> |
| | 100% |

ADDITIONAL NOTES:

1. Due to the focused and intimate nature of counselling training, students arriving late may not be permitted entry to the class.
2. Cell phones, pagers and watches that “beep” must be de-activated or put on “vibrate mode” during class time. Students may respond to a call or page after class ends. Text messaging is not permitted at any time during class.
3. Students are expected to keep food and drink out of the class.
4. Students will be expected to behave and dress in a manner consistent with the standards of the profession—this will be further explained in class.
5. The content or proceedings of all in-class demonstrations, practice, and the audio recording assignment are considered confidential. Students who violate this provision will be subject to strict application of the College’s discipline policy.

* **A note on spelling, punctuation and grammar:** These are **essential** to effective communication. Errors lead to confused and misleading communication - both written and oral [eg. “youse”, and “I seen”, and “should of”]. Grades **will be** deducted if communication (oral and written) is unclear for reasons of spelling, grammar and/or punctuation.

Tests cannot be rewritten in order to seek a higher grade. Tests may be rescheduled, at the instructor’s discretion, for **substantial (emergency) and substantiated** reasons. Other than emergency, advance notice of absence is required. Any rescheduling (and test writing) will be done prior to the next class after the test day. After that class, missed tests cannot be written. Students who miss a test **must** make rescheduling arrangements directly with the professor. This responsibility remains with the student. Note the testing policy.

Note: Students may be assigned an “F” grade at Midterm for unsatisfactory performance.

The following semester grades will be assigned to students in postsecondary courses:

| <u>Grade</u> | <u>Definition</u> | <u>Grade Point Equivalent</u> |
|--------------|---|-------------------------------|
| A+ | 90 - 100% | 4.00 |
| A | 80 - 89% | 4.00 |
| B | 70 - 79% | 3.00 |
| C | 60 - 69% | 2.00 |
| D | 50 – 59% | 1.00 |
| F (Failure) | 49% or below | 0.00 |
| CR (Credit) | Credit for diploma requirements has been awarded. | |
| S | Satisfactory achievement in field placement or non-graded subject areas. | |
| U | Unsatisfactory achievement in field placement or non-graded subject areas. | |
| X | A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>). | |
| NR | Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades. | |

V11. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), visit the Special Needs Office –Room E1101 or call Ext. 2703 as soon as possible so that support services can be arranged for you. Subsequently, you are encouraged to discuss with your Professor accommodations required to enable you to meet the course competencies.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers *WebCT/LMS* as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the *Learning Management System* communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in the *Student Code of Conduct*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

V111. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

**COMPENDIUM OF LEARNING ACTIVITIES
FOR
COUNSELLING SKILL DEVELOPMENT
(the order may change)**

1.0 A Foundation For Learning

Upon successful completion of this unit, the student will be able to:

- 1.1 Define the key concepts of counselling and interviewing;
- 1.2 Outline cultural intentionality;
- 1.3 Describe the micro skill hierarchy;
- 1.4 List the alternate settings for the use of helping skills;
- 1.5 Describe the teaching model of microskills;
- 1.6 Demonstrate the skill of “centering”.

2.0 Attending Behaviour: Basic To Communication

Upon successful completion of this unit, the student will be able to:

- 2.1 Define attending behaviour skills and how they can be used to help you and your clients;
- 2.2 Assess your attending skills;
- 2.3 Observe and apply attending skills in an interview;
- 2.4 Define cultural differences in attending skills.

3.0 Questions: Opening Communication

Upon successful completion of this unit, the student will be able to:

- 3.1 Define how questions help you and your clients, and how they limit you and your client;
- 3.2 Describe concepts and functions of specific questioning skill;
- 3.3 Self assess current questioning skills;
- 3.4 Define theoretical orientation to questions;
- 3.5 Take a personal stand and justify on theoretical issue to questions;
- 3.6 Apply questioning skills in an interview.

4.0 Client Observation Skills

Upon successful completion of this unit, the student will be able to:

- 4.1 Define verbal and non verbal behaviours and inequities among these behaviours;
- 4.2 List what a counsellor or interviewer should observe;
- 4.3 Understand the functions of skilled client observation;
- 4.4 Apply observation skills in an interview situation;
- 4.5 Self assess observation skills;
- 4.6 Define and apply use of I statements;
- 4.7 Cultural differences in non verbal communications

**COMPENDIUM OF LEARNING ACTIVITIES
FOR
COUNSELLING SKILL DEVELOPMENT
(the order may change)**

5.0 Encouraging, Paraphrasing, And Summarizing - Hearing The Client Accurately

Upon successful completion of this unit, the student will be able to:

- 5.1 Define ideas of encouraging, paraphrasing and summarizing;
- 5.2 Self assess active listening skills;
- 5.3 Apply encouraging, paraphrasing, and summarizing in an interview;
- 5.4 Contrast active listening to questioning techniques

6.0 Noting And Reflecting Feelings: A Foundation Of Client Experience

Upon successful completion of this unit, the student will be able to:

- 6.1 Define central concepts of the Rogerian skill of reflection;
- 6.2 Apply using reflection skills;
- 6.3 Evaluate role of feelings and emotions in the interview;
- 6.4 Evaluate multicultural/gender aspects exploring emotions;
- 6.5 Apply and explore the interrelations of emotions and reflecting skills in an interview;
- 6.6 Self assess feeling vocabulary
- 6.7 Distinguish reflection of feeling from a paraphrase;
- 6.8 Discover and identify emotions underlying mixed feelings.

7.0 Selecting And Structuring Skills To Meet Client Needs: How To Conduct A Complete Interview Using Only Listening Skills

Upon successful completion of this unit, the student will be able to:

- 7.1 Define “positive asset search” and how it can frame client problems and concerns;
- 7.2 Explore quality of responses and ideas of empathy;
- 7.3 Define the five stage structure of the interview;
- 7.4 Practice integrating conceptual and behavioural concepts;
- 7.5 Conduct an interview using only listening skills.

8.0 Putting It All Together

Upon successful completion of this unit, the student will be able to:

- 8.1 Develop and implement an audio recording and transcript of own interview style.

Applying this Compendium: These are objectives and guidelines for study and practice. Each student will work on those areas defined as needing development. Some objectives are time limited, while others appear repeatedly in the course. Additional learning not reflected here may occur.

**AUDIO RECORDING INSTRUCTIONS (AS PER COURSE OUTLINE)
WITH GRADING CRITERIA AND PERMISSION FORM ATTACHED**

Submission of Audio Recording (worth 20% of total grade)

DUE: _____

Length: 10 -12 minutes.

Subject: Audio recording to be done with anyone except CYW, NSSW or SSW student.

The student helper should endeavour to use the skills studied to date. Adherence to confidentiality is expected, and guaranteed from the professor - the student counsellor must guarantee **on audio recording** his or her own adherence to confidentiality, and have this confirmed by the “client”. The “Permission Form” must be completed and submitted with the audio recording. The legal/ethical limitations of confidentiality will be reviewed in class.

The submission should begin with a summarization of previous interview(s) or a statement by the helper regarding his/her current understanding of the problem to be discussed.

Try to find someone who will let you **work** with him/her, in an objective fashion.

Set-up and audibility of the recording is crucial and is the student’s responsibility.

Late audio recordings will not be accepted, unless due to a verified emergency. Audio recordings submitted without the name of the student will not be graded.

Written Review/Analysis of Recording (worth 10% of total grade)

Due Date: - same date as the audio recording.

Each student is expected to review a brief segment from the first portion of the interview, a segment from the middle portion of the interview, and a segment from the final portion of the interview. For each of these three segments, write a paragraph or two describing what you, the helper, were trying to achieve in that segment, how you did or did not accomplish your goal and, if not, an alternative approach. In conclusion, write a paragraph or two with your reactions to the overall interview upon completion.

Review/Analysis assignments must be typed and double spaced. **Late submissions or papers submitted without the author’s name will not be graded.**

Counselling 1 – Audio Recording Grading Criteria

Student Interviewer: _____

| <p>LEVELS OF EFFORT AND/OR SKILL DEMONSTRATED IN EACH AREA:</p> <p>Minimal Level - lowest score Expected Level – mid-range score Exceptional Level – highest score</p> | <p>Grade Assigned</p> | <p>Comments/Examples</p> |
|--|--|--------------------------|
| <p><u>Introduction:</u> Was the introduction clear, friendly and invitational?</p> <p>Was confidentiality clearly confirmed?</p> <p>Did it include a summary of current concerns, background information or past discussions (i.e. identifying the presenting problem or issue)?</p> | <p>0 1 1.5 2</p> <p>0 1 1.5 2</p> <p>0 3 4.5 6</p> | |
| <p><u>Attending Skills:</u> Did the counsellor demonstrate appropriate voice qualities?</p> <p>Appropriate minimal encouragers?</p> <p>Good verbal tracking throughout the interview?</p> | <p>0 1 1.5 2</p> <p>0 1 1.5 2</p> <p>0 1 1.5 2</p> | |
| <p><u>Concreteness:</u> Was counsellor clear and concrete in own statements and able to elicit clarity from counsellee (i.e. can you give me a specific example?)</p> | <p>0 1 1.5 2</p> | |
| <p><u>Questions:</u> Was there an appropriate emphasis on open questions and relevant probes, and an avoidance of problematic questioning techniques?</p> | <p>0 3 4.5 6</p> | |
| <p><u>Reflections of feeling:</u> Did the counsellor use accurate reflections at appropriate times?</p> <p>Was the counsellor appropriately tentative in tone?</p> | <p>0 1 1.5 2</p> <p>0 1 1.5 2</p> | |

Counselling 1 – Audio Recording Grading Criteria (cont.)

| | | | | | |
|---|------------------|---|-----|---|------------------|
| <u>Paraphrasing</u> : Did the counsellor paraphrase factual information in an accurate and comprehensive fashion? | 0 | 1 | 1.5 | 2 | |
| <u>Attitude</u> : Was the counsellor non-judgemental throughout the interview? | 0 | 1 | 1.5 | 2 | |
| <u>Focus</u> : Did the counsellor keep the primary focus on the client and the present tense? | 0 | 1 | 1.5 | 2 | |
| <u>Summary</u> : Was the summary accurate and comprehensive? | 0 | 1 | 1.5 | 2 | |
| Did it include <u>both facts and feelings</u> ? | 0 | 1 | 1.5 | 2 | |
| <u>Pacing</u> : Was the interview well paced and the appropriate length (10 – 12 minutes)? | | 1 | 1.5 | 2 | |
| | Grade out of /40 | | | | Grade out of /20 |

Additional Instructor Comments:

Grading Criteria for Written Review/Analysis of Audio Recording

Student: _____

LEVELS OF EFFORT AND/OR SKILL DEMONSTRATED IN EACH AREA:

Absent or Minimal – LOWEST SCORES
 Expected Level of Effort/Skill – MID-RANGE SCORE
 Exceptional Skill Level – HIGHEST SCORE

Segment Selected From First Portion of Interview:

| | | | | |
|---|---|---|-----|---|
| Explanation of What Counsellor Was Attempting to Achieve | 0 | 1 | 1.5 | 2 |
| Analysis of Whether or Not Counsellor Achieved Intended Goal and (if not) a Possible Alternative Approach | 0 | 1 | 1.5 | 2 |

Segment Selected From Middle Portion of Interview:

| | | | | |
|---|---|---|-----|---|
| Explanation of What Counsellor Was Attempting to Achieve | 0 | 1 | 1.5 | 2 |
| Analysis of Whether or Not Counsellor Achieved Intended Goal and (if not) a Possible Alternative Approach | 0 | 1 | 1.5 | 2 |

Segment Selected From Final Portion of Interview:

| | | | | |
|---|---|---|-----|---|
| Explanation of What Counsellor Was Attempting to Achieve | 0 | 1 | 1.5 | 2 |
| Analysis of Whether or Not Counsellor Achieved Intended Goal and (if not) a Possible Alternative Approach | 0 | 1 | 1.5 | 2 |

Overall Summary of Student Reactions to Interview:

| | | | | |
|---|---|---|-----|---|
| Skill with which student analyzes and explains personal reactions to the assignment | 0 | 3 | 4.5 | 6 |
| Appropriate attention to neatness, grammar and spelling | 0 | 1 | 1.5 | 2 |

RAW SCORE OUT OF 20

FINAL GRADE OUT OF /10

PERMISSION FOR AUDIO RECORDING

PROGRAM: CHILD & YOUTH WORKER
COURSE: COUNSELLING 1(CYW203)

I, _____ have agreed to act as a subject for
(volunteer participant acting as “helpee”)

a student-led counselling skills demonstration interview. The project in which I am participating is a requirement of the above noted course. I will be interviewed by

(student interviewer)

I am aware that this interview will be audio recorded.

I am aware that the interview is confidential (within the limits of relevant law and/or professional ethics) and will only be heard by my student interviewer and the course professor. The course professor will review the audio recording in order to evaluate the student interviewer’s performance, and will then return the audio recording to the student interviewer to be erased. The student interviewer’s signature on this form confirms the use of the audio recording and its subsequent erasure.

In signing this form I am agreeing to the above conditions for my participation in the project.

Dated: _____

Signed:

(Signature of volunteer participant acting as “helpee”)

(Signature of parent or legal guardian if participant is under age 16)

(Signature of student interviewer)