



## COURSE OUTLINE: NSW203 - ESSENTIAL SKILLS

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Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

<b>Course Code: Title</b>	NSW203: ESSENTIAL SKILLS FOR SOCIAL SERVICES
<b>Program Number: Name</b>	1221: SSW INDIGENOUS SPECA 1223: SSW INDIGENOUS SPECI
<b>Department:</b>	SOCIAL SERV. WKR. - NATIVE
<b>Semesters/Terms:</b>	21W, 21S
<b>Course Description:</b>	This course covers the fundamental phases and skills required in helping processes. Self-awareness and ethical decision-making contribute to the evolution of a personalized helping style. Integrating knowledge and theory into action during practical self-appraisals, role plays and practice-oriented assignments form the core of this course.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<b>Prerequisites:</b>	NSW101
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>This course is a pre-requisite for:</b>	NSW205, NSW208, NSW216, NSW217, NSW221
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>1221 - SSW INDIGENOUS SPECA</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 1 Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
	VLO 2 Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
	VLO 3 Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
	VLO 5 Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
	VLO 6 Develop and maintain positive working relationships with colleagues, supervisors, and community partners.
	VLO 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
	VLO 8 Integrate social group work and group facilitation skills across a wide range of environments, supporting growth and development of individuals, families, and communities.
	VLO 10 Respectfully collaborate with Indigenous individuals, families and communities to facilitate change considering the historical impact of legislation and social systems on the Indigenous Canadian culture and experience.
	VLO 11 Integrate culturally appropriate strategies and Indigenous methods of healing

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.



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practices to help empower individuals and communities to solution build within an aboriginal worldview and context.

### **1223 - SSW INDIGENOUS SPECI**

- VLO 1 Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
- VLO 2 Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
- VLO 3 Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
- VLO 5 Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
- VLO 6 Develop and maintain positive working relationships with colleagues, supervisors, and community partners.
- VLO 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
- VLO 8 Integrate social group work and group facilitation skills across a wide range of environments, supporting growth and development of individuals, families, and communities.
- VLO 10 Respectfully collaborate with Indigenous individuals, families and communities to facilitate change considering the historical impact of legislation and social systems on the Indigenous Canadian culture and experience.
- VLO 11 Integrate culturally appropriate strategies and Indigenous methods of healing practices to help empower individuals and communities to solution build within an aboriginal worldview and context.

#### **Essential Employability Skills (EES) addressed in this course:**

- EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
- EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
- EES 4 Apply a systematic approach to solve problems.
- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

#### **Course Evaluation:**

Passing Grade: 50%,

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

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**Books and Required Resources:**

Into the Daylight: A Wholistic Approach to Healing by Morrisseau, C.  
 Publisher: University of Toronto Press Edition: 1  
 ISBN: 9780802081629

Choices: Interviewing and Counselling skills for Canadians by Shebib, B.  
 Publisher: Seventh Edition: 3rd  
 ISBN: 9780134842486

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
1. Integrate basic social service work skills into daily practice.	1.1. Discuss the role of empathy, authenticity, and professionalism in one's approach to social services work. 1.2. Apply ethical standards and legal implications of practice. 1.3. Demonstrate the array of active listening skills (i.e. paraphrasing, reflecting, feeling, partializing etc.).
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
2. Demonstrate proficient knowledge and facilitation of the dynamics, tasks, functions and skills applicable to the phases/processes of helping relationships.	2.1. Differentiate the role of the helper throughout the phases of the helping process. 2.2. Integrate knowledge and skills of phases and skills of helping relationships into facilitation of the arc of the helping process.
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
3. Develop and adopt your own style of effective interpersonal communication in the helping field.	3.1. Complete self-awareness and self-care inventories on an on-going basis to better inform personal and professional development. 3.2. Connect personal style with professional knowledge to create effective interpersonal communication.
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
4. Adopt a client-centered approach to meet the needs of the client and appropriately join in the dynamics of the helping relationship.	4.1. Analyze and synthesize client information to complete an assessment service plan based tailored to a specific case scenario. 4.2. Utilize the strengths perspective to identify problem solving steps to work with individuals, families and communities. 4.3. Apply an anti-oppressive approach to the helping proceeds. 4.4. Understand the role of trauma in a client's story and apply trauma informed approach.
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
5. Adapt techniques to establish the most appropriate approach to be used with various individuals, cultures and environments.	5.1. Assess ecological factors contributing to strengths and obstacles within the client system. 5.2. Discuss various theories to begin developing a personal theoretical model. 5.3. Identify the steps to practice cultural safety. 5.4. Apply various Indigenous healing methods to a client scenario.

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**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Active Listening Skills Video Reflection	20%
Case File: Intake, Assessment & Goal Setting	30%
Into the Daylight: Book Application	15%
Key Concept Notes	15%
Theories and Framework Presentation	20%

**Date:**

June 16, 2020

**Addendum:**

Please refer to the course outline addendum on the Learning Management System for further information.

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