

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE:** Counselling Skills for Social Service Workers

**CODE NO. :** SSW 204                      **SEMESTER:** 2

**PROGRAM:** Social Service Worker

**AUTHOR:** Jeff Arbus, CCW, B.A., M.A.  
Leanne Murray, MSW, RSW

**DATE:** Jan. 2004      **PREVIOUS OUTLINE DATED:** Sept. 2003

**APPROVED:**

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	<b>DEAN</b>	<b>DATE</b>

**TOTAL CREDITS:** 3

**PREREQUISITE(S):** HSC 103 or permission of Professor

**HOURS/WEEK:** 3

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*For additional information, please contact the Dean*  
*School of Health and Human Services*  
*(705) 759-2554, Ext. 603/689*

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**Course Name**

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**Code No.**

**I. COURSE DESCRIPTION:**

This is a solution-focused course providing basic training and education in interviewing and counselling skills/practice/theory. The students can expect a strong emphasis in micro skills training with applications in real situations. Practice, with ongoing demonstration of skills, is emphasized. The overall philosophy of 'solution-building' stresses the idea that clients possess the resources for growth and the counsellor/social service worker must learn the skills and theory that enables and supports the client to achieve greater life satisfaction. The course professor will model these values and practices.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

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

1. Define 'solution-building' as it applies to counselling/interviewing.

Potential Elements of the Performance:

- provide accurate definition on tests and in class
- demonstrate understanding through practice in case situations
- recognize the difference between problem-solving & solution building philosophy and interviewing methodology

2. Perform a variety of interviewing/helping/counselling skills as defined by the course professor and the course text.

Potential Elements of the Performance:

- demonstrate skills in practical case situations
- identify and label skills in class demonstrations and on tests
- demonstrate integration of skills in major course assignment
- apply skills in different types of interviews

3. Debrief feedback/take feedback).

Potential Elements of the Performance:

- participate in feedback sessions in class and with the course professor
- self-debrief class performance and major course assignment
- act as a supportive 'team member'

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**Course Name**

---

**Code No.**

4. Utilize general counselling theory and solution building model.

Potential Elements of the Performance:

- describe stages of the helping relationship and the solution-building model
- describe the reasons for the order of the stages of the helping relationship
- observe and accurately identify the stages of helping relationships

5. Recognize and respond to 'special situations'.

Potential Elements of the Performance:

- describe special helping situation (non-voluntary clients, children, dyads, diversity issues, crisis situations)
- demonstrate basic skills used in responding to these situations

6. Communicate effectively in a variety of media.

Potential Elements of the Performance:

- produce work in written and multi-media format (tape) that is clear and understandable with minimal errors, in order to stress the importance of accurate and precise communication as a critical counselling competency

7. Demonstrate self-care.

Potential Elements of the Performance:

- show organization skills through punctuality for class and assignment deadlines
- show sufficient energy, focus, and commitment to classmates, the professor, and particularly the practical demonstrations
- set and manage professional boundaries
- accurately describe and demonstrate (at all times) professional ethics including issues related to: confidentiality; dual relationships; policy
- perform 'self-directed learning' by being prepared for class and practicing skills

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**Course Name**

---

**Code No.**

**III. TOPICS:**

1. Background to helping – history, general theoretical orientation for social service work
2. General theory on the stages of the helping relationship.
3. Contrasting the ‘solution-building’ and problem-solving approach
4. Micro skills of helping/interviewing/counselling.
5. Inviting the client.
6. Focusing the interview and moving it forward.
7. Feedback to clients.
8. Measuring progress
9. The involuntary client, working with children, dyads
10. Crisis.
11. Diversity issues and special situations.

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

**Course text (Required by each student)**

1. DeJong, P. and Berg, I.K. (2002) Interviewing for solutions (2<sup>nd</sup> ed.). Toronto: Brooks-Cole (Wadsworth)
2. DeJong, P. and Berg, I.K.(2002). Learner’s Workbook Interviewing for Solutions (2<sup>nd</sup> Ed.). Toronto: Brooks-Cole (Wadsworth)
3. Students must have access to an audio tape recorder and blank audio cassette or a VHS tape and VCR

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Course Name

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Code No.

**V. EVALUATION PROCESS/GRADING SYSTEM:**

**Assignments and their relative weights to the final grade:**

1. Students will be responsible for the submission of an audiocassette tape of an actual helping interview. The interview may be done with anyone except a student in the SSW, CYW or NCW programs. A 'permission to tape' form must be completed and submitted with the tape. The purpose of the tape is for the student to demonstrate skills learned in the course. It is not a therapy session for the 'client'. Length: 10 minutes, plus/minus 2. The tape, the consent form, and the written assignment must be submitted as a package on the due date. Professor will not grade late assignments. Medical emergencies will be considered if supported by documentation and verified as an emergency. **Students are responsible for the audibility of their tape.**

**Due Date: Tuesday, March 30, 2004**

2. Written self-assessment of tape: a brief paper in which the student identifies (in their own performance) what was positive in their tape and what needs improvement. Graded on depth and accuracy of analysis.

**Due Date: (same as tape) Tuesday, March 30, 2004**

3. Tests will be administered at about the mid-point of the course, and at the end. The professor will inform students in class as to the content to be covered by the test, as well as the test format.

Dates: **Test 1: February 10, 2004**

**Test 2: March 23, 2004**

**Test 3: April 20, 2004**

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Course Name

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Code No.

#### **4. Skill acquisition, demonstration of skills, and participation.**

This is a participatory course. Students must be willing to be prepared for each class and willing to be actively involved in skill demonstration, feedback, and discussion. Students must be present in order to demonstrate these qualities. Punctuality is enforced. Students who arrive late may not be admitted to class. Absence beyond the first three hours missed will result in a 1% deduction for every class hour or part thereof that is missed. Students who fall below 80% attendance may be subject to penalty, suspension or removal from course. Students are encouraged to discuss attendance expectations with the professor.

Students are expected to be fully prepared for each class. This includes readings and assignments, as well as the willingness to demonstrate skills as studied and according to the professor's directions. If any part of this course leads you to feel uneasy, you are asked to discuss this with the professor.

Students are expected to submit a "mock" client file and complete one video interview (scheduled in class by professor). **Students who do not complete this component of the course, forfeit 10% of the skill development/involvement grade of the course.**

#### **Mock file due by April 6, 2004**

The grading for this section will be heavily weighted toward acquisition and demonstration of skills, but will include the other components of participation.

#### **5. Learner's Workbook Exercises**

Students will be expected to complete assigned exercises from the Learner's Workbook Interviewing for Solutions (2ndEd). The professor in class will provide additional instructions. Due dates will be discussed in class

Assignments:

1. Chapter 1 & 2 page 13 and 14
2. Chapter 3 pages 17-20
3. Chapter 3 pages 21 or 22
4. Chapter 9 pages 53-54
5. Chapter 14 – pages 73-81

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Course Name

---

Code No.

**Grading for the course:**

**Learner's Workbook Exercises: 25%**  
**Tape assignment: 15%**  
**Written self-assessment of tape: 10%**  
**Test #1: 10%**  
**Test #2: 10%**  
**Test #3: 10%**  
**Involvement and Skill Development: 20%**

**The following semester grades will be assigned to students in post-secondary courses:**

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

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**Course Name**

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**Code No.**

**Note:** For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

**VI. SPECIAL NOTES:**

1. This course is not a therapy group/program for students. Personal gain may be achieved, and personal issues may be discussed, but the purpose is for learning of counseling theory, skills and strategy. The professor will be rigorous in monitoring this. The course is intended to be a 'safe zone' for all students.
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 page or call after class ends. Violations of this may lead to the student being asked to leave the classroom and referred to the Dean's office. Other types of disruptions will be treated similarly. Due to the intimate nature of the material in the course, students who arrive late may be denied entry to the class.
3. Students are expected to keep food out of the classroom.
4. Students will be expected to behave and dress in a manner consistent with the standards of the profession – this will be discussed in the first class.
5. Spelling, punctuation, and grammar do count in grading. These are essential components in effective communications. Professionals take care with these elements.
6. Tests cannot be rewritten to achieve a higher grade. Any rescheduling of tests is at the professor's discretion and *must* be arranged in advance of the test date.



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**Course Name**

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**Code No.**

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1101 or call Extension 703 so that support services can be arranged for you.

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.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. 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.

Students are expected to review, sign and adhere to a confidentiality and agreement statement. Professor will provide additional information in class.

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

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**Course Name**

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**Code No.**

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.

