



# COURSE OUTLINE

## CYC100

Prepared: CYC Faculty    Approved: Martha Irwin, Chair Community Services & Interdisciplinary Studies

<b>Course Code: Title</b>	CYC100: INTRODUCTION TO HUMAN RELATIONS
<b>Program Number: Name</b>	1065: CHILD AND YOUTH CARE
<b>Department:</b>	CHILD AND YOUTH WORKER
<b>Semester/Term:</b>	17F
<b>Course Description:</b>	This course introduces students to principles and practices of effective human relations with particular emphasis on professional applications in Child & Youth Care. Students will have opportunities to integrate theory and skill development in interpersonal communications and self-understanding. The course is designed to be foundational to further study in the areas of counselling and group dynamics and includes extensive practice and review of listening skills, perception checking, empathic understanding, social awareness and management of interpersonal conflicts.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<b>Substitutes:</b>	CYW105, OEL1055
<b>This course is a pre-requisite for:</b>	CYC202, CYC203
<b>Vocational Learning Outcomes (VLO's):</b>  Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#1. Develop and maintain relationships with children, youth and their families by applying principles of relational practice and respecting their unique life space, cultural and human diversity.</p> <p>#3. Analyze and evaluate the impact of the inter-relationship among family, social service, justice and community systems on children, youth and their families and use this information in the planning of holistic care and in the reduction of systemic barriers.</p> <p>#6. Apply communication, teamwork and organizational skills within the interprofessional team and with community partners to enhance the quality of service in child and youth care practice.</p> <p>#7. Develop and implement self-care strategies using self-inquiry and reflection processes to promote self-awareness and to enhance practice as a child and youth care practitioner.</p> <p>#8. Use evidence-based research, professional development resources and supervision models to support professional growth and lifelong learning.</p>
<b>Essential Employability</b>	#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that



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**Skills (EES):**

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

**Course Evaluation:**

Passing Grade: 50%, D

**Evaluation Process and Grading System:**

Evaluation Type	Evaluation Weight
Assignments	20%
Exercises/Reflections	40%
Tests	40%

**Books and Required Resources:**

Look:Looking Out, Looking In by Adler, Rolls, Procter II  
Publisher: Cengage Nelson Edition: 2nd Canadian

**Course Outcomes and Learning Objectives:**

### Course Outcome 1.

Identify and apply strategies that promote positive relationships, understanding and trust with others

### Learning Objectives 1.

- Apply relational principles of consideration, safety, trust, presence and empathy
- Listen actively to better understand the diverse needs, interests and perspectives of others
- Explain and apply relational principles of presence and interpersonal involvement appropriate to a learning environment
- Evaluate interactions with others on an ongoing basis, making adaptations where



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necessary

### **Course Outcome 2.**

Apply communication, teamwork and organizational skills that promote understanding and cooperation with others

### **Learning Objectives 2.**

- Employ communication strategies that enhance interpersonal relationships and understanding
- Recognize and apply strategies to improve communication climates and manage interpersonal conflicts
- Provide feedback that is constructive and supportive in nature
- Respond to feedback in a respectful and non-defensive manner
- Attend to both verbal and non-verbal communications and adapt responses as needed
- Plan and implement, clear, concise written, oral and/or electronic communications as assigned

### **Course Outcome 3.**

Develop and implement self-reflection processes to increase self-awareness and enhance communication and interpersonal skills

### **Learning Objectives 3.**

- Assess personal communication skills, knowledge and personal well-being on an on-going basis and reflect on the impact of these factors on one's own behaviour
- Use reflective tools to learn from and gain insight from interactions with others
- Examine the impact of self on others and ensure that interactions are consistent, constructive and positive
- Identify and consider how personal values, beliefs, opinions and one's own social location and experiences may impact interactions with others
- Identify and use strategies to prevent and/or combat communication barriers and interpersonal conflicts



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### **Course Outcome 4.**

Develop and implement strategies to support personal and interpersonal growth and competence

### **Learning Objectives 4.**

- Seek and use formal and informal opportunities and ongoing feedback to enhance growth and competence
- Determine current skills and knowledge through self-assessment, reflection and collaboration with others
- Identify personal and interpersonal goals and evaluate progress on an ongoing basis

**Date:**

Wednesday, August 30, 2017

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