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Course Name

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Code No.**I. COURSE DESCRIPTION:**

As a health and human service professional, it is essential to be able to relate to and communicate with others in a caring manner. This course will provide students with insight into their personal interactive style. Interpersonal skills will be developed and practiced in the classroom as they relate to the helping relationship. Group dynamics, conflict resolution, and assertiveness will be examined and practiced at the introductory level.

Major emphasis will be on developing skills to communicate caring approaches with clients. The key elements of genuineness, empathic understanding, and respect will be studied.

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

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

1. Communicate an awareness of personal interaction style.

Potential Elements of the Performance:

- this will be reflected in classroom demonstrations and 'paper' exercises such as journaling

2. Demonstrate effective interpersonal and interviewing skills with people from diverse backgrounds.

Potential Elements of the Performance:

- role playing and in-class demonstrations focused on basic interviewing skills  
- applications to issues of client diversity

3. Demonstrate caring behaviours when interacting with others

Potential Elements of the Performance:

- provide behavioural expressions of genuineness, positive regard, empathic understanding, assertiveness

4. Explain characteristics and development of a helping relationship.

Potential Elements of the Performance:

- on test questions, outline the stages of relationships

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5. Describe effective team building skills.

Potential Elements of the Performance:

- this will be reflected in team approaches to learning; demonstration of collaborative learning and problem solving; team work on role playing; giving and taking feedback from peers as well as the Professor.

6. Demonstrate critical thinking skills.

Potential Elements of the Performance:

- reflect on and integrate new information as noted in class discussions and tests
- ask questions
- engage in active dialogue with course Professor and class participation in related discussions

### **III. TOPICS:**

Main course topics are outlined below. The Professor may adjust or modify these as the course progresses, in fulfillment of the learning outcomes.

1. Introduction - communication process; characteristics of effective communicators; caring- what it means
2. Personal Understanding and Growth - perceptions; stereotypes; personal style inventory; values, beliefs; emotions and their effect on behaviour; self concept and self esteem
3. The Helping Relationship - definition; stages; boundaries; professional obligations and ethics; skills; barriers
4. Team building - group process/dynamics; group roles; decision making; conflict resolution

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Code No.**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Text required to be brought to each class: Falikowski, A. (1996) *Mastering Human Relations*. Toronto: Prentice Hall.

Other requirements for the course:

1. The pass mark for this course is 60%. All grades assigned are in accordance with Sault College grading policies (see below).
2. There are no rewrites in this course.
3. Attendance is a critical component of evaluation, since one cannot participate if one is absent. The mark for this component will be determined by the course Professor along with student input.
4. The course professor reserves the right to allow access to the course to those students who show genuine commitment, tolerance and respect. This provision follows the College policies under student rights and responsibilities.
5. All assignments are due at the start of class on the due date. Extension requests must be received prior to the deadline and are granted only at the discretion of the Professor and only for substantiated emergency reasons.
6. Further requirements as they affect grading will be discussed in class.

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

Paper on Caring -----	15%
Video and analysis report -----	20%
Journal - first submission -----	5%
Journal - second submission --	10%
Mid term exam -----	15%
Final exam -----	20%
Participation -----	15%
Total -----	100%

Deadlines for assignments will be announced in class.

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**Additional Course Policies:**

1. The provisions of the College's student policies will be upheld.
2. Due to the nature of practical experiences in human relations training, students arriving late may be denied entry to some classes.
3. 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 time.
4. Students are expected to keep food out of the classroom during class time.
5. 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.

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%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% 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 &amp; 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.	

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Code No.**VI. SPECIAL NOTES:**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 E1204 or call Extension 493, 717, or 491 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.

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

Other 'special notes' will be outlined in class.

**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.