



## COURSE OUTLINE: SSW101 - SSW HELPING SKILLS

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<b>Course Code: Title</b>	SSW101: INTRODUCTION TO SSW HELPING SKILLS
<b>Program Number: Name</b>	1203: SOCIAL SERV WORKER
<b>Department:</b>	SOCIAL SERVICES WORKER
<b>Semesters/Terms:</b>	18F
<b>Course Description:</b>	Essential to Social Service Work practice is the ability to develop collaborative helping relationships with others. This course is designed to introduce students to effective interpersonal communication and interviewing skills that promote the helping process. Students can expect a strong emphasis in reflective practice (self-awareness), integration of theory and application of concepts to promote personal and professional skill development.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>This course is a pre-requisite for:</b>	SSW203, SSW212
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>1203 - SOCIAL SERV WORKER</b>
Please refer to program web page for a complete listing of program outcomes where applicable.	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 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
<b>Essential Employability Skills (EES) addressed in this course:</b>	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 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.



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EES 11 Take responsibility for ones own actions, decisions, and consequences.

**Course Evaluation:**

Passing Grade: 50%, D

**Other Course Evaluation & Assessment Requirements:**

Students must complete, submit and achieve a minimum grade of 60% of the Helping Skills Interview Demonstration Assignment in order to be successful in the course. This is irrespective of grades on other evaluative components.

**Books and Required Resources:**

Choices Interviewing and Counselling Skills for Canadians by Shebib, B.  
Publisher: Pearson Canada Inc., Toronto, Canada Edition: 6th Ed.

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
1. Identify and describe the phases of the helping process within the context of the human services system.	1.1 Define and describe the the phases of helping process. 1.2 Describe the elements of empowering relationships. 1.3 Recognize the importance of ethical & culturally competent practice 1.4 Identify appropriate relationship building and helping skills
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
2. Identify, integrate and apply helping/interviewing skills within the SSW Scope of Practice.	2.1 Identify and accurately label the foundational helping skills that promote collaborative relationships. 2.2 Label and use such skills such as, but not limited to active and reflective listening, empathy, effective questions, non-verbal communication skills and validation. 2.3 Demonstrate essential SSW interpersonal communication skills in a collaborative and respectful manner within the class.
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
3. Engage in self-reflection and skill development that promotes effective interpersonal communication style consistent with SSW professional standards.	3.1 Explain and demonstrate centering skills and readiness to work with others. 3.2 Describe and adhere to the SSW professional values and ethics that promote competence in helping practice. 3.3 Identify personal values/skills and evaluate impact on helping relationships and adjust accordingly to ensure client-centered practice. 3.4 Demonstrate willingness to learn in order to demonstrate integration of skills in class work and major course assignments. 3.5 Model respectful, non-judgmental communication strategies.
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
4. Develop and maintain positive working relationships with others.	4.1 Interact with others in ways that contribute to effective working relationships by taking responsibility for ones' own actions/decisions. 4.2 Maintain accountability while working collaboratively with others. 4.3 Show sufficient energy, focus, and commitment to classmates, the professor, and particularly the practical demonstrations. 4.4 Consistently describe and demonstrate professional behaviour including issues related to: confidentiality, dual relationships, boundaries and mutual respect. 4.5 Seek and utilize support and feedback from professor and



	peers as related to ones` own performance and adjust skills accordingly. 4.6 Employ effective self-care techniques that enhance interpersonal relationships with others. 4.7 Use a variety of critical thinking skills to anticipate and solve problems.
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
5. Communicate effectively in a variety of media.	5.1 Produce work in written and electronic format that is clear and understandable with minimal errors, in order to stress the importance of accurate and precise communication as a fundamental counselling competency. 5.2 Communicate clearly, concisely and correctly in the written and spoken form required. 5.3 Maintain personal and professional congruency with respect to use of social media, emails and other technological devices.

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>	<b>Course Outcome Assessed</b>
Helping Skills Interview Demonstration Assignments	30%	1, 2, 3, 4, 5
In-class Skill Acquisition/Demonstration/Participation	15%	2, 3, 4, 5
Readings, quizzes, tests, exams	40%	1, 2, 5
Self Reflection Report	15%	3, 5

**Date:**

July 9, 2018

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

