



COURSE OUTLINE: SSW101 - SSW HELPING SKILLS

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

Course Code: Title	SSW101: INTRODUCTION TO SSW HELPING SKILLS
Program Number: Name	1203: SOCIAL SERV WORKER
Department:	SOCIAL SERVICES WORKER
Semesters/Terms:	19F
Course Description:	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 helping skills. 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.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	SSW203, SSW212
Vocational Learning Outcomes (VLO's) addressed in this course:	1203 - SOCIAL SERV WORKER
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 3 Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
	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.
	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.	
Essential Employability Skills (EES) addressed in this course:	



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- 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%, 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:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Identify and describe the phases and related skills of the helping process in order to facilitate effective working relationships.	1.1 Define and describe the the phases of helping process and trauma-informed practice. 1.2 Describe the elements of trauma-formed, empowering and culturally safe relationships. 1.3 Recognize recent neuroscience findings and influence of counseling skills/approaches. 1.3 Recognize the importance of ethical & culturally competent practice 1.4 Identify appropriate relationship building and helping skills that adhere to the values, ethics and standards of SSW profession 1.5 Determine with an anti-oppressive framework variables that affect client/human behavior and development, needs, resources, strengths and resiliency 1.6 Identify culturally safe practice considerations to engage with Indigenous community members and other oppressed populations
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Identify and apply interpersonal communication and helping skills within the SSW Scope of Practice which develop effective working relationships with diverse individuals, families, groups, and communities.	2.1 Identify and accurately label the foundational helping skills that promote collaborative and effective working relationships. 2.2 Label and use such skills such as, but not limited to, active and reflective listening, empathy, culturally safe and competent tools, effective questions, non-verbal communication skills, reframing and validation in face-to face, telephone and electronic communication 2.3 Demonstrate essential SSW interpersonal communication skills in a collaborative and respective manner within the class. 2.4 Document in a manner that reflects authenticity and respect of and for client needs, strengths and diversity 2.5 Identify strategies to note-take in language of client when feasible and in manner that is culturally safe, respectful and inclusive of clientele served
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Engage in self-reflection and skill development that promotes effective	3.1 Explain and demonstrate centering skills and readiness to work with others. 3.2 Describe and adhere to the SSW professional values and

	interpersonal communication style consistent with SSW professional standards.	ethics that promote competence in helping practice and understanding of scope of 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 and culturally safe communication strategies. 3.6 Develop professional self awareness of own competence level in SSW interpersonal skills through reflective practice and critical inquiry of interviews completed
	Course Outcome 4 4. Develop and maintain positive and collaborative working relationships with others.	Learning Objectives for Course Outcome 4 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 Identify and employ self-care techniques that attend to personal functioning and interpersonal relationships with others and that further personal professional learning, growth and competence 4.7 Identify and use a variety of critical thinking skills to anticipate and solve problems
	Course Outcome 5 5. Communicate effectively in a variety of media.	Learning Objectives for Course Outcome 5 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 and written documentation.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Helping Skills Interview Demonstration Assignments	30%
In-class Skill Acquisition/Demonstration/Participation	15%
Readings, case studies, quizzes, tests, exams	40%
Self Reflection Report	15%

Date: July 14, 2019

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

