

COURSE NAME: HSP105 Interviewing & Helping Skills

Credit Value: 3
Total Course Hours: 42
Prerequisite Course(s): None
Corequisite Course(s): None

COURSE DESCRIPTION

This course is an introduction to the principals, methods, and purposes of intentional interviewing as applied to human service counselling. Students will learn how to achieve a helping relationship while practicing observational and listening skills and will learn how to influence and structure an effective interview.

PLAR INFORMATION

This course is eligible for Prior Learning Assessment and Recognition. Students are advised to discuss options with their program coordinator.

COURSE LEARNING OUTCOMES

Upon completion of this course, the student will have reliably demonstrated the ability to:

- | | |
|---|--|
| <p>1.0 Articulate what intentional interviewing and counselling consist of.</p> <ul style="list-style-type: none">1.1 Distinguish between counselling and interviewing.1.2 Delineate what is meant by the term intentionality.1.3 Identify key elements of the micro-skills approach.1.4 Identify your beginning skills as an interviewer/counsellor.1.5 Articulate the value of self-assessment.1.6 Debate the effectiveness of counseling.1.7 Delineate a model of self-awareness. <p>2.0 Demonstrate the important elements of attending skills.</p> <ul style="list-style-type: none">2.1 Define the dimensions of attending behaviour.2.2 Demonstrate self-assessment skills through individual and group exercises.2.3 Explore the implications of non-attending to the helping relationship.2.4 Utilize an attending Behaviour Feedback form in a role-play situation. <p>3.0 Demonstrate beginning competence the skills of questioning and observing in the helping process.</p> <ul style="list-style-type: none">3.1 Describe how to use questioning to address | <ul style="list-style-type: none">less verbal clients.3.2 Define the characteristics of open and closed questioning.3.3 Utilize questioning skills in a role-play interview.3.4 Debate the effectiveness of questions in counselling. <p>4.0 Demonstrate beginning competence in the skills necessary to listen to a client accurately.</p> <ul style="list-style-type: none">4.1 Demonstrate the skills of encouraging, paraphrasing, and summarizing.4.2 Delineate what impact these skills may have on the client. <p>5.0 Articulate the importance and power of empathy.</p> <ul style="list-style-type: none">5.1 Identify the skills involved in the process of reflecting feeling.5.2 Practice listening for the fact and feeling content of client comments.5.3 Differentiate between categories and intensities of feelings.5.4 Practice empathic responses in role-play situations.5.5 Develop beginning confrontational skills.5.6 Demonstrate an understanding of resistance to change and techniques that help with client resistance. |
|---|--|

6.0 Demonstrate beginning competence in the skills necessary to conduct a complete interview.

- 6.1 Delineate a personalized problem.
- 6.2 Brainstorm personal internal and external resources.
- 6.3 Develop an action plan to facilitate client change.

GENERAL EDUCATION

This is not a General Education course.

PROGRAM VOCATIONAL OUTCOMES

This course contributes to the following Ministry of Training, Colleges and Universities approved program vocational learning outcomes (PVLO):

Mental Health And Addiction Worker

1. Promote the optimal functioning of individuals and families in communities through the application of knowledge, skills, and attitudes relevant to mental health and addiction.
3. Apply effective oral and written communication skills to enhance the quality of services.
5. Establish effective relationships with individuals, families, and community services that adhere to professional, legal, and ethical standards and workplace policies and procedures.
6. Use effective counselling skills to promote self-efficacy and positive change with individuals and families who are experiencing mental health and addiction issues.
7. Implement personal and professional strategies to improve job performance and work relationships.
8. Use appropriate evaluation- and evidence-based research methods to enhance the effectiveness and quality of mental health and addiction service delivery.

Social Service Worker

1. develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
2. identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
3. recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
7. develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.

ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

This course contributes to the following Ministry of Training, Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication
5. Use a variety of thinking skills to anticipate and solve problems

7. Analyse, 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 in ways 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 one's own actions, decisions, and consequences.

EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

COURSE EVALUATION

| | |
|------------------------------|-----|
| In class assignments | 10% |
| 2 tests @ 20% | 40% |
| Midterm role play evaluation | 20% |
| Final role play evaluation | 30% |

PROGRAM SPECIFIC GRADING

Per College Grading System

80% in class attendance required.

GRADING SYSTEM

| | | | | | | | | |
|-----|---------|-----|--------|-----|--------|----|--------|-------------------|
| A+: | 90-100% | B+: | 77-79% | C+: | 65-69% | D: | 50-54% | S - Satisfactory |
| A: | 85-89% | B: | 73-76% | C: | 60-64% | F: | 0-49% | I - Incomplete |
| A-: | 80-84% | B-: | 70-72% | D+: | 55-59% | | | F - Repeat course |

*For a complete detailed description please refer to the College website.

LEARNING RESOURCES

Required: Essentials of Intentional Interviewing, Ivey, Ivey and Zalaquett, (3rd edition). Brooks/Cole, 2015

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

LEARNING ACTIVITIES

In class discussion and debate, practice role play and simulation exercises

DELIVERY MODE

3 hours in class per week X 14 weeks

ACADEMIC POLICIES

- Academic Integrity
- Academic Appeal
- Academic Attendance
- Grading and Assessment

For academic policies please see: <http://www.canadorecollege.ca/about-us/corporate-policy-manual>.

COLLEGE POLICIES

- Protecting human rights in support of a respectful college community

For college policies please see: <http://www.canadorecollege.ca/about-us/college-policies>.

STUDENT SUCCESS SERVICES

YOUR SUCCESS MATTERS!

We offer comprehensive, student-focused services designed to help you succeed. Canadore is committed to Student Success and offers CONFIDENTIAL services to help you in your studies. We offer:

- Study skills workshops
- Peer tutoring
- Career guidance
- Mental health and wellness tips and strategies
- Resource centre
- Assistive devices

The ultimate goal of Student Success Services is to support students so they can achieve success academically, in their career aspirations, and in their personal lives. Please don't hesitate to drop by C262 or to book an appointment please call 1-705-474-7600 ext. 5205.

FIRST PEOPLES' CENTRE:

We offer a culturally safe environment where our student focused services provide you with the following CONFIDENTIAL services:

- One on one counselling
- Elder in residence
- Peer tutoring
- Peer mentorship

- Lunch & learn workshops on study skills, self-care, life skills
- Resource Centre

Drop by our offices at C254 College Drive, E101 Commerce Court or call 705 474 7600 Ext. 5961 College Drive / 5647 Commerce Court.

WAIVER OF RESPONSIBILITY

Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

HISTORICAL COURSE OUTLINES

Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.