

Department of Family Relations & Applied Nutrition
University of Guelph

FRHD*3400 -- Communication & Counselling Skills
Course Outline -- Fall 2015

Course Instructor: Anna Dienhart, PhD, RSW RMFT

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Office Hours: Mondays 5:45 ---6:30 or By Appointment

Office: MINS 147

Teaching Assistants: Amoy Marshall Green
Laura Hardt

Classes: Mondays 7:00 – 8:50 pm [weekly seminars as enrolled]
Last class -- FRIDAY, Dec. 4th 7:00 – 8:50 pm

Final Exam: MONDAY Dec. 7th 11:30 – 1:30 pm [location TBA]
It is your responsibility to ensure that you do not have a conflict.

Course Description:

The focus of this course is the enhancement and development of communication and counselling skills. The course explores a number of theoretical frameworks related to interviewing individuals within the context of family, and interpersonal relationships. Students will engage in the demonstration of the skills presented as well as a process of self-reflection related to the course material.

Course Objectives:

By the end of the semester students will be able to:

- ✓ Identify and classify interviewing skills.
- ✓ Perform basic competence of intentional interviewing and counselling skills.
- ✓ Use a range of theoretical approaches that can be drawn upon when observing or interviewing individuals, family members or other social supports.
- ✓ Apply theoretical ideas and concepts to “real world” scenarios and everyday life.
- ✓ Describe the potential impacts of race, class, gender, ability and ethnicity on the lives of people as well as on the development of the client-professional relationship.
- ✓ Demonstrate self-reflection and self-awareness in reflective journal writing exercises.

Course Organization:

The organization of this course is “learner-centred” – placing greater responsibility for learning on the learner (i.e.: student) than in more traditional classrooms. Class assignments are designed with this in mind. This course is divided into two parts, the lecture portion and the skill lab portion. If you should miss a lecture or skill lab you will be missing a building block for the next class.

Skill Lab:

The Skill lab provides an opportunity to become aware of natural helping ability and to practice and develop new skills. As such, **it is an essential and required part of the course.** Students are expected to attend each skill lab unless prior notification is given to the Teaching Assistant (TA).

Required Text:

Ivey, Allen E., Ivey, Mary B., & Zalaquett, Carlos, P. (2014). *Intentional Interviewing and Counseling: Facilitating Client Development in a Multicultural Society (8th Edition)*. Belmont, CA: Brooks/Cole. ISBN 1285065352. *Also Available on Reserve*

Learning Activities and Evaluation:

Assignment	Weight
Weekly Online Quiz	10%
Skill Lab Participation	10%
The Skill Lab grade is determined by the quality of student participation.	
Conducting a Helping Interview (a three part assignment)	40%
-- Proposal: Initial plan for interview assignment and signed informed consent	
-- Part 1: Transcription and interpretation of taped interview	
-- Part 2: Generating alternative statements and their possible influence on interview	
Final Examination:	40%
-- Multiple choice exam covering all course material (readings & lectures)	
-- One Essay Question – The question will be provided at the beginning of the course	
TOTAL	100%

Please keep your entire graded assignments until all marks have been finalized.

COURSELINK: A course website supports the teaching and learning activities for this course. All information pertaining to the course will be updated regularly on Courselink. Please ensure that you log in throughout the semester to check announcements, obtain course outline, instructions for assignments and course notes. All Integration Papers and Helping Interview II must be handed in through the Courselink drop box and all grades for assignments will be posted on Courselink. Additionally, there will be a *Discussion Forum* to encourage collaborative learning.

Correspondence: All email directed to the professor or TAs must come from an official University of Guelph email address. Emails will be answered between Monday and Friday only, and you will receive a response within 48 hours if your email is sent from a uoguelph.ca address. You will not receive a response if your email is sent from a hotmail or any other web-based account.

Please do not email with questions regarding course content, those must be posted in the course website -- Question Forum on Courselink. TAs have been instructed not to answer any individual emails regarding course material.

Personal Disclosure: Learning is enhanced by exploring the interface between personal & professional experience and academic study (theory, and research). Students are encouraged to explore this interface for their own learning, and should only reveal as little or as much information as they are comfortable sharing with faculty, teaching assistants and fellow students. ***The evaluation of student performance is not dependent upon student disclosure of personal information.***

To create a safe learning environment, students are required to show tolerance for the viewpoints of others. Any abuse, attacks, acts of ridicule, profane language, harassment, etc. online or in the classroom, will not be tolerated.

Student Responsibilities:

Meeting Deadlines: It is the student's responsibility to meet all deadlines. Extensions may be granted for exceptional reasons if requested and granted **at least one calendar day** before the due date. If an extension is granted, there will still be a 3% deduction of the total mark for the assignment will if the work is submitted past the due date. An additional 1% will be deducted for each day late, including weekends.

Extension requests will not be granted beyond one week, except in compelling circumstances. Rarely will extensions be granted without the application of the above deductions.

Assignments submitted late **without authorized extensions** are subject to the following deductions: 3% of the total mark for the assignment if submitted late on the due date. 2% for each additional day after the due date, to a maximum of 7 calendar days, including weekends. **Assignments without an authorized extension will not be accepted more than seven days after the due date.**

Academic Integrity: It is the student's responsibility to ensure that assignments are completed according to the instructions provided by the Instructor. Failure to do so may result in the assignment being rejected or docked marks. Students are also responsible to ensure that they meet University standards for Academic Integrity. Please refer to the following web site on

Academic Integrity: <http://www.academicintegrity.uoguelph.ca/>

Please note: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor. Academic misconduct is taken very seriously and will not be tolerated. It is your responsibility to follow rules pertaining to academic misconduct found at: http://www.uoguelph.ca/undergrad_calendar/c08/c08---amisconduct.shtml

Electronic recording of classes is expressly forbidden without prior consent of the instructor [or, where appropriate, student or guest presenter] and notice to all class participants. Material recorded with permission is restricted to use for this course and may not be reproduced, or transmitted to others, without further written consent.

Accessibility: The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty and administrators. This relationship is based on respect of individual rights, the dignity of the individual and the University community's shared commitment to an open and supportive learning environment. Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact the Student Accessibility Services (formerly the Centre for Students with Disabilities) as soon as possible. Students who need course adaptations or accommodations because of disability, or who have emergency medical information to share, should speak to the instructor during the first two weeks of class to ensure that reasonable accommodations can be made. It is your responsibility to make the instructor aware of these needs, and to take any steps that may be required on your part in order to achieve reasonable accommodation. The Centre for Students with Disabilities <https://www.uoguelph.ca/csd/> is an excellent resource.

Course Schedule (subject to change, see CourseLink site for notices of changes)

Class #	Class Date	Topic	Reading	Skill Labs*	Important Dates **
1	Sept. 14 th	Skilled Interviewing: Common Factors	Ivey, Ivey, & Zalaquett (Course Text) Chapter 1	Skill Lab	
2	Sept. 21 th	Ethics, Diversity & Personal Wellness	Course Text Chapter 2 & pages 400 -- 402	Skill Lab	Quiz 1
3	Sept. 28 th	Attending Behaviour, observation skills & Person--Centred Ideas	Course Text Chapters 3 & page 398	Skill Lab	Quiz 2 <i>Helping Interview Proposal</i> submitted to CourseLink Dropbox by 5:00 on Friday, October 2 nd
4	Oct. 5 th	Questions & Solution--focused Ideas	Course Text Chapters 5	Skill Lab	Quiz 3
THANKSGIVING WEEK – no class, no skill labs, no quiz the week of October 12th					
5	Oct. 19 th	Encouraging, Paraphrasing & Summarizing	Course Text Chapter 6	Skill Lab	Quiz 4 Helping Interview Part I--submitted to CourseLnk Dropbox by 5:00 pm on Friday, Oct. 23rd
6	Oct. 26 th	Observing & Reflecting Feelings	Course Text Chapters 7 & 4	Skill Lab	Quiz 5
7	Nov. 2 nd	Basic Listening Sequence	Course Text Chapter 8	NO Skill Labs this week	Quiz 6 Assignments returned by Nov. 6 th .
8	Nov. 9 th	Focusing skills & Family Therapy	Course Text Chapter 9	Skill Lab	Quiz 7
9	Nov. 16 th	Empathic Challenging & Cognitive-Behavioural ideas	Course Text Chapter 10 & 15 pages 411---420	Final Skill Lab	Quiz 8 <i>Helping Interview II</i> submitted to CourseLink Dropbox Friday Nov. 20 th – <i>include electronic version of part I</i> - deadline is 5:00 pm.
10	Nov. 23 rd	Meaning & Interpretation Narrative Ideas	Course Text Chapter 11 & 14		Quiz 9 Skill Lab Self Assessment due November 27 th by 5:00 pm.
11	Nov. 30 th	Self---Disclosure, Feedback & Logical Consequences ...	Course Text Chapter 12 & 13		Quiz 10
12	FRIDAY Dec. 4 th	Theories & Review	Course Text Chapter 15		
Final Examination: Tuesday, December 9th 2:30 – 4:30 pm					

* For the Monday morning Skill Lab section, the first meeting will occur on Monday, Sept. 21st; the last Skill Lab will occur on Monday, Nov. 23rd. For all other Skill Lab sections, seminars will start following the first Monday evening class (Sept. 14th).

**Descriptions of assignment on CourseLink site