



## COLLEGE of SOCIAL AND APPLIED HUMAN SCIENCES

DEPARTMENT OF FAMILY RELATIONS  
AND APPLIED NUTRITION

# FRHD\*3400 Communication & Counselling Skills

## COURSE OUTLINE – FALL 2022

### 1. CALENDAR DESCRIPTION

This course is an examination and analysis of the theories and methods of communication as applied within the processes of family counselling and consultation.

**Credit Weight:** 0.5 credits

**Course Hours:** 3-0 (12 lecture; 8 lab/seminar)

**Pre-Requisite(s):** 4.00 credits including (1 OF ANTH\*1150, FRHD\*1010, FRHD\*1020, FRHD\*1100, PSYC\*1000, SOC\*1100)

**Co-Requisites(s):** (none)

**Restriction(s):** This is a Priority Access Course. Enrolment may be restricted to particular programs or specializations or semester levels during certain periods. Please see departmental website for more information.

### 2. 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.

### 3. TIMETABLE

**Lecture:** Mondays 5:30pm-7:20pm

**Seminars:** Seminar days, times, and locations are as noted on Webadvisor. You must attend your assigned seminar, which may be held online or in person at the seminar leader's discretion. Unless told otherwise, your seminar will be in person.

**Location:** ALEX 100 or live online (Zoom or Teams - links on Courselink). Class meetings will be held exclusively online at the scheduled time if the instructor is ill or exhibiting any COVID symptoms, if a guest lecturer opts for online, or if the University or other governing bodies direct us to do so. All students should check Courselink each Monday and Wednesday afternoon to confirm whether class will be in person at the scheduled time. The instructor will make every effort to inform students as far in advance as possible, but if COVID symptoms occur at the last minute then the determination will be made at that time in order to keep everyone as safe as possible. Unless told otherwise, class will be in person.

**Final Exam: NO EXAM** This class has a final project instead of a final exam. The deadline for the final project is the last day of classes: December 2 at 11:59pm, and must be submitted by Courselink to the

appropriate dropbox. While the final project is due on Dec 2nd in accordance with University policies, a late submission grace period (without late penalty) is available for submissions until December 4 at 10pm. After this grace period there will be no final project submissions permitted without prior permission or appropriate documentation of University permitted extenuating circumstances.

#### 4. INSTRUCTIONAL SUPPORT

**Course Instructor:** Dr. Ruth Neustifter, PhD, RP, RMFT, Associate Professor, FRAN

**Email:** [RuthN@uoguelph.ca](mailto:RuthN@uoguelph.ca) - Put "3400" in the subject line

**Telephone:** I receive text messages via Telegram, username is on CourseLink  
(this is a free app with a focus on data privacy)

**Office:** MACS 324 - right by the elevator

**Office Hours:** Thursdays 10am-11am on Zoom, link is found on CourseLink

**Teaching Assistant:** See Courselink for TA names, email, office locations and hours (may be virtual)

#### 5. LEARNING RESOURCES

**Required Resource(s):**

All texts and readings for this course are available online, with links on CourseLink.

You do NOT need to purchase any texts for this course.

**Recommended Resources:**

APA 7 Style Guide [Style & Grammar Guidelines] <https://apastyle.apa.org/>

**OR/** Purdue Online Writing Lab (OWL): APA 7 Style Guide [https://owl.purdue.edu/owl/research\\_and\\_citation/apa\\_style/apa\\_formatting\\_and\\_style\\_guide/apa\\_changes\\_7th\\_edition.html](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/apa_changes_7th_edition.html)

#### 6. LEARNING OUTCOMES

At the completion of the course, successful students will be able to:

1. Identify and classify interviewing skills;
2. Perform basic competence of intentional interviewing and counselling skills;
3. Describe a range of theoretical approaches and draw upon these when observing or interviewing individuals, family members or other social supports;
4. Apply theoretical ideas and concepts to "real world" scenarios and everyday life;
5. 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;
6. Demonstrate self-reflection and self-awareness in reflective and analytic written work.

**Course Organization:**

The organization of this course is "learner-centred" – placing greater responsibility for fully engaged learning (active engagement with instructor and others in real time) on the student than in more traditional

or asynchronous courses. Course assignments are designed with this in mind. This course is divided into two parts, twice-weekly in-person lectures and weekly synchronous online seminars/skill labs. Communication and counselling skills are applied skills requiring interactive learning and practice. If you should miss a lecture or seminar/skill lab you will be missing a key building block for the next step in course learning. Although unexpected emergencies and/or illness can mean that you miss 1-2 lectures, it is not possible to engage in learning communication and counselling skills without real-time listening and engagement in both lectures and seminars. You are expected to prepare by completing readings prior to each week's lecture & seminars. Slides and lecture notes will be posted after class for your review. Given their design and the course content, seminars and lectures will NOT be recorded.

**Seminars/Skill Labs (terms used interchangeably):**

The Skill Labs provide opportunities to become aware of your natural helping ability and to practice and develop new skills. As such, these comprise an essential and required part of the course.

Important: Students are expected to attend and fully engage in each Skill Lab unless prior notification is given to the Teaching Assistant.

**7. TEACHING AND LEARNING ACTIVITIES**

**IMPORTANT NOTES:**

- You are expected to read required readings PRIOR TO CLASS.
- If a class, seminar, or assignment deadline lands on the same day as a religious celebration you observe (including fasting periods) or required travel for a University sanctioned activity (such as an away meet) please let your instructor and TA know at least 2 weeks in advance to arrange alternative deadlines and ways to engage with content. You will remain responsible for the content and assignments but will not be expected to attend class/seminar or submit assignments on those specific dates. Travel dates do not count for this, unless it is a requirement of your faith.

Week	Topics	Assigned Readings & Guest Speakers	Notes
1 M	What are counselling skills and who came up with them?	None	No seminar this week
2 M	Decolonizing how we approach interviewing, counselling, and communication skills	Decolonizing Our Communication: <a href="https://www.culturalsurvival.org/publications/cultural-survival-quarterly/decolonizing-our-communication">https://www.culturalsurvival.org/publications/cultural-survival-quarterly/decolonizing-our-communication</a> Decolonial Love: A How-To Guide: <a href="http://workingitouttogether.com/content/decolonial-love-a-how-to-guide/">http://workingitouttogether.com/content/decolonial-love-a-how-to-guide/</a>	Class will be held online at the scheduled time

Week	Topics	Assigned Readings & Guest Speakers	Notes
3 M	TBD	Guest Speaker: Dr. Anderson (Any required reading/media will be posted online)	
4 M	Ethics codes & policies Use of self & ethics	CRPO Code of Ethics: <a href="https://www.crpo.ca/code-of-ethics/">https://www.crpo.ca/code-of-ethics/</a>  CAMFT Code of Ethics: <a href="https://camft.ca/resources/Documents/CAMFT%20-%20ACTCF%20Code%20of%20Ethics%20Feb%202019%20.pdf">https://camft.ca/resources/Documents/CAMFT%20-%20ACTCF%20Code%20of%20Ethics%20Feb%202019%20.pdf</a>	
5 M	Self & Community care	Decolonizing Self Care: <a href="https://melaninmuse.com/decolonizing-self-care/">https://melaninmuse.com/decolonizing-self-care/</a>  Community Care Over Self Care: <a href="https://inthesetimes.com/article/community-self-care-audre-lorde-radical-support-money-capitalism-consumerism">https://inthesetimes.com/article/community-self-care-audre-lorde-radical-support-money-capitalism-consumerism</a>  Why Community Care is the Perfect Companion to Your Self-Care Practice: <a href="https://advice.theshineapp.com/articles/why-community-care-is-the-perfect-companion-to-">https://advice.theshineapp.com/articles/why-community-care-is-the-perfect-companion-to-</a>	

Week	Topics	Assigned Readings & Guest Speakers	Notes
6 M	Joining skills	<p>Better relationships with patients: <a href="https://www.apa.org/monitor/2019/11/ce-corner-relationships">https://www.apa.org/monitor/2019/11/ce-corner-relationships</a></p> <p>Expectations and Experiences of Couples: <a href="https://www.frontiersin.org/articles/10.3389/fpsyg.2019.02992/full">https://www.frontiersin.org/articles/10.3389/fpsyg.2019.02992/full</a></p>	
7 M	TBD	Guest Speaker: Dr. Anderson (Any required reading/media will be posted online)	
8 M	Boundaries: ours & theirs	Nedra Tawwab interview video: <a href="https://www.youtube.com/watch?v=M1D78eWMAWc">https://www.youtube.com/watch?v=M1D78eWMAWc</a>	
9 M	Your experience is yours, their experience is theirs	<p>Values Assessment Activity (posted on Courselink)</p> <p>Creating A Climate For Change: <a href="https://www.fnha.ca/Documents/FNHA-Creating-a-Climite-For-Change-Cultural-Humility-Resource-Booklet.pdf">https://www.fnha.ca/Documents/FNHA-Creating-a-Climite-For-Change-Cultural-Humility-Resource-Booklet.pdf</a></p>	
10 M	<p>Reflective and respectful listening</p> <p>Confrontation</p>	<p>How to Practice Reflective Listening: <a href="https://www.indeed.com/career-advice/career-development/reflective-listening">https://www.indeed.com/career-advice/career-development/reflective-listening</a></p> <p>Trauma-Informed Conflict Engagement: <a href="https://mediatorsbeyondborders.org/what-we-do/conflict-literacy-framework/trauma-informed/">https://mediatorsbeyondborders.org/what-we-do/conflict-literacy-framework/trauma-informed/</a></p>	

Week	Topics	Assigned Readings & Guest Speakers	Notes
<b>11</b> <b>M</b>	Manualized approaches: CBT, DBT, SFT  Post modern approaches: SFT, Narrative, Mindfulness, etc.	Review media and handout posted to Courselink for this week	
<b>12</b> <b>M</b>	Making referrals  Communities of joy, celebration, and action	Review guest interview videos posted to Courselink for this week  Your TA will lead your activity online for this, in addition to seminar (see directions on CourseLink). Do not come to this class!	No reflection assignment due this week

**Note:** This is a tentative schedule; however, due to various unknown factors there may be changes. Any changes will be announced during class and/or an announcement will be posted on the CourseLink site.

## 8. ASSESSMENT DETAILS

Assessment	LOs Addressed	Due Date	% of Final
Weekly experience/reflection assignment for weeks 1-11 (lowest score out of 11 is dropped)	1-6	Each Friday by 5pm, if not completed and submitted in Seminar	50% (5% each)
Final Project Draft: Section 1	4-6	Week 3 Friday 5pm	10%
Final Project Draft: Section 2	1-2	Week 6 Friday 5pm	10%
Final Project Draft: Section 3	3	Week 9 Friday 5pm	10%

Assessment	LOs Addressed	Due Date	% of Final
Final-Final Project	1-6	Last day of classes: Dec 2 by 11:59pm	20%
<b>Total:</b>			100%

## 9. COURSE STATEMENTS

### Land Acknowledgement:

Please consider reading this article: <https://www.cbc.ca/news/indigenous/land-acknowledgments-what-s-wrong-with-them-1.6217931>

We acknowledge that the University of Guelph resides on the ancestral lands of the Attawandaron people and the treaty lands and territory of the Mississaugas of the Credit. We recognize the significance of the Dish with One Spoon Covenant to this land and offer our respect to our Anishinaabe, Haudenosaunee and Métis neighbours as we strive to strengthen our relationships with them. Acknowledging them reminds us of our important connection to this land where we learn and work.

### Course Website:

There is a course website at <http://courselink.uoguelph.ca>. All components of this course will be housed on the CourseLink site including this course outline, assignments, and links to further resources. Your assignments will be submitted through the Dropbox function. Marks and feedback will also be released on the site. Please familiarize yourself with this website as soon as possible and visit it regularly throughout the semester.

### Late Assignments:

Late assignments will be accepted up to 5 days following the due date and will receive a penalty of 10% per day EXCEPT under documented grounds for compassionate consideration. Assignments submitted more than one week late without documented grounds will receive a grade of zero. If you are going to hand an assignment in late, you must contact your course instructor to inform them when you will be submitting your assignment.

### Receipt of Grades:

After you receive a grade on CourseLink, please review your feedback. Any inquiry or dispute over the grade must be made within two weeks from the date they are posted. If you fail to protest any grade during this time limit, changes to the grade will not be considered. [Grades will be based on the Grading Procedures outlined in the Undergraduate Calendar.](#)

### Turnitin Software:

In this course, your instructor will be using Turnitin, integrated with the CourseLink Dropbox tool, to detect possible plagiarism, unauthorized collaboration or copying as part of the ongoing efforts to maintain academic integrity at the University of Guelph.

All submitted assignments will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com site.

A major benefit of using Turnitin is that students will be able to educate and empower themselves in preventing academic misconduct. In this course, you may screen your own assignments through Turnitin as many times as you wish before the due date. You will be able to see and print reports that show you exactly where you have properly and improperly referenced the outside sources and materials in your assignment.

## **10. UNIVERSITY STATEMENTS**

### **E-mail communication:**

As per university regulations, all students are required to check their <uoguelph.ca> e-mail account regularly: e-mail is the official route of communication between the University and its students.

### **When you cannot meet a course requirement:**

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons, please advise the course instructor (or designated person, such as a teaching assistant) in writing, with your name, id#, and e-mail contact. See the Undergraduate Calendar for information on regulations and procedures for [Academic Consideration](#).

### **Drop date:**

Courses that are one semester long must be dropped by the end of the last day of classes; two-semester courses must be dropped by the last day of classes in the second semester. The regulations and procedures for [Dropping Courses](#) are available in the Undergraduate Calendar.

### **Copies of out-of-class assignments:**

Keep paper and/or other reliable back-up copies of all out-of-class assignments: you may be asked to resubmit work at any time.

### **Accessibility:**

The University promotes the full participation of students who experience disabilities in their academic programs. To that end, the provision of academic accommodation is a shared responsibility between the University and the student.



When accommodations are needed, the student is required to first register with Student Accessibility Services (SAS). Documentation to substantiate the existence of a disability is required, however, interim accommodations may be possible while that process is underway.

Accommodations are available for both permanent and temporary disabilities. It should be noted that common illnesses such as a cold or the flu do not constitute a disability.

Use of the SAS Exam Centre requires students to make a booking at least 14 days in advance, and no later than November 1 (fall), March 1 (winter) or July 1 (summer). Similarly, new or changed accommodations for online quizzes, tests and exams must be approved at least a week ahead of time.

More information: [www.uoguelph.ca/sas](http://www.uoguelph.ca/sas)

### **Academic misconduct:**

The University of Guelph is committed to upholding the highest standards of academic integrity and it is the responsibility of all members of the University community – faculty, staff, and students – to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

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.

The [Academic Misconduct Policy](#) is outlined in the Undergraduate Calendar.

### **Recording of materials:**

Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

### **Resources:**

The [Academic Calendars](#) are the source of information about the University of Guelph's procedures, policies and regulations which apply to undergraduate, graduate and diploma programs.

### **Disclaimer:**

Please note that the ongoing COVID-19 pandemic may necessitate a revision of the format of course offerings, changes in classroom protocols, and academic schedules. Any such changes will be announced via Courselink and/or class email.

This includes on-campus scheduling during the semester, mid-terms and final examination schedules. All University-wide decisions will be posted on the COVID-19 website (<https://news.uoguelph.ca/2019-novel-coronavirus-information/>) and circulated by email.

**Illness:**

Medical notes will not normally be required for singular instances of academic consideration, although students may be required to provide supporting documentation for multiple missed assessments or when involving a large part of a course (e.g., final exam or major assignment).

**COVID-19 Safety Protocols:**

For information on current safety protocols, follow these links:

- <https://news.uoguelph.ca/return-to-campus/how-u-of-g-is-preparing-for-your-safe-return/>
- <https://news.uoguelph.ca/return-to-campus/spaces/#ClassroomSpaces>

Please note, that these guidelines may be updated as required in response to evolving University, Public Health or government directives.