



COLLEGE of SOCIAL AND APPLIED HUMAN SCIENCES

DEPARTMENT OF FAMILY RELATIONS AND APPLIED NUTRITION

FRHD*3400 Communication & Counselling Skills

COURSE OUTLINE – FALL 2020

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 (24 lecture; 8 lab/seminar)

Pre-Requisite(s): 4.5 credits including FRHD*1020 or FRHD*1100

Co-Requisites(s): N/A

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 & Wednesdays 3:30 – 4:20

Seminars: Mon 04:30 – 05:20 (01) (02)

Tues 04:30 – 05:20 (03) (08)

Wed 04:30 – 05:20 (04) (05)

Thurs 04:30 – 05:30 (06) (07)

NOTE: Students are expected to attend the seminar/skill lab that they have registered in. Students are unable to switch the seminar/skill lab they are registered in without permission.

Location: Lectures & Seminars ONLINE – connect using Zoom through courselink site. You are expected to attend lectures and seminars in real time and to sign in using your uoguelph email address.

Final Exam: NO EXAM

4. INSTRUCTIONAL SUPPORT

Course Instructor: Dr. Lynda M. Ashbourne, PhD, RP, RMFT, Associate Professor, FRAN

Email: lashbour@uoguelph.ca

expect response by next working day, during daytime working hours, do not expect response on weekends. Put course code FRHD*3400 in subject line.

Telephone: 519-824-4120 ext. please use email only for contact during F'20 semester

Office: not accessible during F'20 semester

Office Hours: **ONLINE:THURSDAYS 10:00-11:30 am (use Zoom link on Courselink Content tab)**

Teaching Assistants: Michelle Iacobucci miacobuc@uoguelph.ca

Bianca Ugucioni buguccio@uoguelph.ca

Nicole Elkington elkingtn@uoguelph.ca

Email: [Remember to put course code FRHD*3400 in subject line]

5. LEARNING RESOURCES

Required Resource(s):

Harms, Louise & Pierce, Joanna. (2020). *Working with People: Interviewing and assessment skills for human service and social work practice* (Second Canadian Edition). Oxford University Press.

[edited version ISBN: 9780199017041]

Additional required course readings accessed through Courselink [Content Tab]

Recommended Resource(s):

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

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 or learning on the learner (i.e.: student) than in more traditional classrooms. Course assignments are designed with this in mind. This course is divided into two parts, the lecture portion and the seminar/skill lab portion. Both are provided in an online context for F’20 semester. If you should miss a lecture or seminar/skill lab you will be missing a building block for the next class.

Seminars/Skill Labs (terms used interchangeably):

The Skill labs provide opportunities to become aware of 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 each skill lab unless prior notification is given to the Teaching Assistant.

7. TEACHING AND LEARNING ACTIVITIES

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
1 Sept 14 & 16	Introduction to Skilled Interviewing: Cultural & Practice Values, Facilitating Change, <i>Common Factors</i>	Harms & Pierce (2020) TEXT – Chap 1 Working Towards Change Chap 2 Understanding Communication and Change	
2 Sept 21 & 23	Ethics, Diversity, Anti-Oppressive Practice and Safe & Effective Use of Self	TEXT – Chap 3 Diversity in Communication TEXT – Chap 5 Sustaining Yourself in Practice (part, p. 83-93 – from beginning up to and including Box 5.5) LIBRARY COURSE RESERVE (ARES) - 4 LINKS – Power Flower, RESPECTFUL, and ADDRESSING background docs (read prior to Skill Lab)	Skill Lab #1 Key Content Summary & Application (KCS&A) Report #1 due Friday Sept 25, 5 pm (CourseLink Dropbox)
3 Sept 28 & 30	Engagement, Attending & Listening Person-Centred Approach	TEXT – Chap 4 Preparing for Practice TEXT – Chap 6 Establishing a Good Working Relationship ARES - 2 LINKS – Person Centered Therapy; Active Listening.	Skill Lab #2 Helping Interview Proposal due Friday, Oct. 2, 5 pm (CourseLink Dropbox)

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
4 Oct 5 & 7	Questions Solution-Focused Approach [Encouragers, Empathy, & Self-disclosure?]	TEXT – Chap 7 Establishing the Story TEXT – Chap 13 (part, p. 248-251 - one section: ‘Core Skills of Solution-focused Practice’)	Skill Lab #3 KCS&A Report #2 due Friday Oct 9, 5 pm (CourseLink Dropbox)
5 No class Oct 12 Class Oct 14	Reflecting Skills: Paraphrasing & Summarizing	TEXT – Chap 8 Paraphrasing and Summarizing	NO Skill Labs KCS&A Report #3 due Friday Oct 16, 5 pm (CourseLink Dropbox)
6 Oct 19 & 21	Focusing the Interview: Observing & Listening	ARES – 2 LINKS – 1. Shebib, Bob (2017). <i>Choices: Interviewing and counselling skills for Canadians (6th Ed.)</i> (<u>Silence, pp.106-112</u>). Pearson. 2. Ivey, A. et al. (2017). Neuroscience of attention: Empathy and counseling skills. In <i>Neurocounseling: Brain-Based Clinical Approaches</i> , T. Field, L. Jones, and L. Russell- Chapin (Eds.) (<u>pp. 83-97</u>). American Counseling Association.	Skill Lab #4 Helping Interview Pt 1 due Friday Oct. 23, 5 pm (CourseLink Dropbox)
7 Oct 26 & 28	Focusing the Interview: Motivational Interviewing & Goal Setting	ARES – Shebib, Bob (2017). <i>Choices: Interviewing and counselling skills for Canadians (6th Ed.)</i> (<u>Motivational Interviewing (MI), pp. 189-196</u>). Pearson.	Skill Lab #5 KCS&A Report #4 due Friday Oct 30, 5 pm (CourseLink Dropbox)

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
8 Nov 2 & 4	Reflecting & Circular Questions; Genograms Relational and Family Therapy	ARES – Smith, A. & Weatherhead, S. (2012) Systemic Therapies. In G. Flaherty-Jones & S. Weatherhead (Eds.), <i>The Pocket Guide to Therapy: A 'how to' of the core models</i> (Chapter 6, pp. 101-122, including Worksheets 6.1, 6.2, and 6.4). Sage Publications.	Skill Lab #6 KCS&A Report #5 due Friday Nov 6, 5 pm (CourseLink Dropbox)
9 Nov 9 & 11	Empathic Confrontation & Challenging Cognitive Behavioural Therapy	TEXT – Chap 12 (part, p. 226-240, beginning 'Cognitive Behavioural Theories' to end of chapter) ARES – Shebib, Bob (2017) . <i>Choices: Interviewing and counselling skills for Canadians (6th Ed.)</i> (<u>Resistance & Confrontation</u> , pp. 224-237). Pearson.	Skill Lab #7 KCS&A Report #6 due Friday Nov 13, 5 pm (CourseLink Dropbox)
10 Nov 16 & 18	Reflection of Meaning and Interpretation/Reframing, Narrative Approach	TEXT – Chap 13 (part, p. 241-248, from beginning of chapter to start of 'Core Skills of Solution-focused Practice')	Skill Lab #8 Helping Interview Pt 2 due Friday Nov 20, 5 pm (CourseLink Dropbox)
11 Nov 23 & 25	Feminist and Critical Perspectives	TEXT – Chap 14 Feminist and Critical Theory Skills	NO Skill Labs Skill Lab Self-Assessment due Friday Nov 27, 5 pm (CourseLink Dropbox)
12 Nov 30, Dec 2 & 4 3 classes M, W, & F	Bringing it all Together	No required reading.	NO Skill Labs Last class Friday, Dec 4, rescheduled from Mon Oct 12. Final Reflection on Communication & Counselling Skills due Friday Dec 4, 5 pm (CourseLink Dropbox)

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

8. ASSESSMENT DETAILS

Assessment	LOs Addressed	Due Date	% of Final
Skill Lab Participation			
The skill lab grade is determined by the quality of student participation. This includes attending all 8 skill labs and actively participating in each one. Students are required to fill out a self-assessment of participation following the final skill lab that will be used in the determination of their participation grade.	Learning Outcomes 1-6	See Teaching & Learning Activities above for Skill Lab Dates. Self-Assessment due Friday Nov 27, 5 pm	10%
Conducting a Helping Interview (3 part assignment – completed by group – see Assignment description in Courselink.)			
1. Conducting a Helping Interview Proposal: 2% of Final Grade Initial plan for interview assignment and signed informed consent.		Proposal: Friday, Oct. 2, 5 pm	
2. Conducting a Helping Interview Part One: 22% of Final Grade Transcription and interpretation of recorded interview.	Learning Outcomes 1-6	Part One: Friday Oct. 23, 5 pm	40%
3. Conducting a Helping Interview Part Two: 16% of Final Grade Reflection and discussion of alternative statements and their possible influence on interview		Part Two: Friday Nov 20, 5 pm	
Key Content Summaries & Application: Six (6) KCS&A Reports submitted. See Assignment description in Courselink. Each report is worth 5% of Final Grade.	Learning Outcomes 1,3,4,5,6	6 submissions: Fridays @ 5 pm – Sept 25; Oct 9; Oct 16; Oct 30; Nov 6; Nov 13	30%
Final Reflection on Communication & Counselling Skills: See Assignment description in Courselink. Due on final day of classes.	Learning Outcomes 1,3,4,5,6		20%
Total:			100%

9. COURSE STATEMENTS

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:

All course assignments must be submitted to CourseLink Dropbox – due date & time is indicated on dropbox folder.

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.

Disclaimer

Please note that the ongoing COVID-19 pandemic may necessitate a revision of the format of course offerings and academic schedules. Any such changes will be announced via CourseLink and/or class email. All University-wide decisions will be posted on the COVID-19 website [hyperlink to the website] and circulated by email.

<https://news.uoguelph.ca/2019-novel-coronavirus-information/>

Illness

The University will not require verification of illness (doctor's notes) for the fall 2020 or winter 2021 semesters..

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 in-course requirements due to illness or compassionate reasons, please advise the course instructor (or designated person, such as a teaching assistant) in writing with name, ID#, and email contact. [See the undergraduate calendar for information on regulations and procedures for Academic Consideration.](#)

Drop date:

Students have until the last day of classes to drop courses without academic penalty. 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 book their exams at least 7 days in advance, and not later than the 40th Class Day.

More information: 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 detailed 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.