



COLLEGE of SOCIAL AND APPLIED HUMAN SCIENCES

DEPARTMENT OF FAMILY RELATIONS
AND APPLIED NUTRITION

FRHD*3400 Communication & Counselling Skills

COURSE OUTLINE – FALL 2021

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): 4.00 credits including (1 OF ANTH*1150, FRHD*1010, FRHD*1020, FRHD*1100, PSYC*1000, SOC*1100)

Co-Requisites(s):

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 pm**

Seminars: Mon 4:30 – 5:20 (01)(02)

Tues 4:30 – 5:20 (03)(08)

Wed 4:30 – 5:20 (04)(05)

Thurs 4:30 – 5:20 (06)(07)

NOTE: You are expected to attend the seminar/skill lab that you have registered in and cannot switch registered seminar/skill lab without permission.

Location: **Lecture: ALEX Room 200** – not recorded

Seminars: ONLINE – connect through Zoom link on courselink site, using your uoguelph email address. You are expected to attend online seminars in real time.

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 this semester]

Office: MACS 324 **BY APPOINTMENT ONLY**

Office Hours: **ONLINE (zoom link on courselink site) Wednesdays 11am-1pm**

Teaching Assistants: Anna (Anya) Swain anna.swain@uoguelph.ca

Shannon Lucas slucas01@uoguelph.ca

Put **course code FRHD*3400 in the subject line** of ALL email messages.

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. [custom 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 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

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
<p>IMPORTANT NOTES:</p> <ul style="list-style-type: none"> • All submission deadlines are 5 pm to COURSELINK DROPBOX (submissions after 5 pm will be considered one day late until 5 pm next working day, and then two days late, etc.). Extensions for extenuating circumstances outside of your control must be requested IN ADVANCE of due date wherever possible. PLAN NOW to ensure that your assignments are prepared in advance of due dates – poor planning is not an extenuating circumstance. • TEXTBOOK is available in custom format (as e-book or hardcopy) or in full text format. Page numbers will differ across formats. Readings are identified by Chapter # and Title – first page of each chapter in any format includes the Chapter # and Title. Where only part of the chapter is required reading, this is indicated in the list below as Chapter # (part) and description of which sections are required. There are also assigned readings available through online Library Course Reserve (ARES). <p>Expect two-week turnaround for grading assignments.</p>			
<p>1 Sept 13 & 15</p>	<p>Introduction to Skilled Interviewing: Cultural & Practice Values, Facilitating Change, <i>Common Factors</i></p>	<p>Harms & Pierce (2020) TEXT – Chap 1 Working Towards Change Chap 2 Understanding Communication and Change</p>	

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
<p>2 Sept 20 & 22</p>	<p>Ethics, Diversity, Anti-Oppressive Practice and Safe & Effective Use of Self</p>	<p>TEXT Chap 3 Diversity in Communication TEXT Chap 5 (part) Sustaining Yourself in Practice - <u>read only from start of chapter up to and including Box 5.5 – Self-Care and Professional Development, Critical Self-Reflection.</u> ARES readings (read before Skill Lab #1)</p> <ul style="list-style-type: none"> • (2) Power Flower (both required); • (choose 1) RESPECTFUL (D’Andrea & Daniels) or ADDRESSING (Hays) 	<p>Skill Lab #1 Key Content Summary & Application (KCS&A) Report #1 [Week 2 readings] due Friday Sept 24, 5 pm (CourseLink Dropbox)</p>
<p>3 Sept 27 & 29</p>	<p>Engagement, Attending & Listening; Person-Centred Approach</p>	<p>TEXT – Chap 4 Preparing for Practice TEXT – Chap 6 Establishing a Good Working Relationship ARES - 2 LINKS – Person Centered Therapy; Active Listening.</p>	<p>Skill Lab #2 Helping Interview Proposal due Friday, Oct. 1, 5 pm (CourseLink Dropbox)</p>
<p>4 Oct 4 & 6</p>	<p>Questions; Solution-Focused Approach</p>	<p>TEXT – Chap 7 Establishing the Story TEXT Chap 13 (part) Narrative and Solution-Focused Skills - <u>one section only: ‘Core Skills of Solution-focused Practice’</u> ARES readings (2)</p> <ul style="list-style-type: none"> • Institute for Solution-focused Therapy • Personal Trainer Development Center 	<p>Skill Lab #3 Critical Reflection Part 1 due Friday Oct 8, 5 pm (CourseLink Dropbox)</p>

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
<p>5 No class Oct 11 Class Oct 13</p>	<p>Reflecting Skills Part I (Reflecting Content) Paraphrasing & Summarizing</p>	<p>TEXT – Chap 8 Paraphrasing and Summarizing</p>	<p>NO Skill Labs KCS&A Report #2 (Wks 3 & 4 readings) due Friday Oct 15, 5 pm (CourseLink Dropbox) Links to video-recordings for Part 1 Interview Assignment due <u>Friday, Oct. 15, 5 pm</u> (CourseLink Dropbox)</p>
<p>6 Oct 18 & 20</p>	<p>Focusing the Interview: Observing & Listening Empathy</p>	<p>ARES readings (2):</p> <ul style="list-style-type: none"> • Ivey, A. et al. (2017). Neuroscience of attention: Empathy and counseling skills. (<u>pp. 83-97</u>). • Shebib, Bob (2017). (<u>Silence, pp.106-112</u>). 	<p>Skill Lab #4 Helping Interview Pt 1 due Friday Oct. 22, 5 pm (CourseLink Dropbox)</p>
<p>7 Oct 25 & 27</p>	<p>Focusing the Interview: Motivational Interviewing & Goal Setting</p>	<p>ARES reading</p> <ul style="list-style-type: none"> • Shebib, Bob (2017) <u>Motivational Interviewing (MI)</u>, pp. <u>189-196</u>. <p>Review notes from Week 4 lecture on GOALS (do not include in KCS&A Report #4)</p>	<p>Skill Lab #5 KCS&A Report #3 (Wks 5 & 6 readings) due Friday Oct 29, 5 pm (CourseLink Dropbox)</p>
<p>8 Nov 1 & 3</p>	<p>Reflecting Skills Part II (Reflecting Feelings) Circular Questions; Genograms; Relational and Family Therapy</p>	<p>ARES reading Smith, A. & Weatherhead, S. (2012) Systemic Therapies. (<u>Chapter 6, pp. 101-122, including Worksheets 6.1, 6.2, and 6.4</u>).</p> <p>Review: Wk 6 reading Ivey et al. (2017) – re-read section beginning <u>p. 91-94</u> (entitled <u>Counselling Skills...</u>, focus on <u>Reflecting Feelings</u>).</p>	<p>Skill Lab #6</p>

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
9 Nov 8 & 10	Empathic Confrontation & Challenging; Cognitive Behavioural Therapy	TEXT – Chap 12 (part) Psychodynamic and Cognitive Behavioural Skills – <u>read only</u> <i>‘Cognitive Behavioural Theories’</i> and <i>‘Core Skills of Cognitive Behavioural Practice’</i> ARES reading <ul style="list-style-type: none"> • Shebib, Bob (2017). <u>Resistance & Confrontation, pp. 224-237)</u> 	Skill Lab #7 KCS&A Report #4 (Wks 7, 8 & 9 readings) due Friday Nov 12, 5 pm (CourseLink Dropbox)
10 Nov 15 & 17	Reflection Skills Part III (Reflecting Meaning) Interpretation & Reframing; Narrative Approach	TEXT Chap 13 (part) Narrative and Solution-Focused Skills – <u>read only from start of chapter, ending at ‘Core Skills of Solution-focused Practice’ (which you read in Week 4) AND read ‘Strengths and Limitation of Narrative Skills’ at end of chapter.</u>	Skill Lab #8 Helping Interview Pt 2 due Friday Nov 19, 5 pm (CourseLink Dropbox)
11 Nov 22 & 24	Feminist and Critical Perspectives	TEXT Chap 14 Feminist and Critical Theory Skills	NO Skill Labs Skill Lab Self-Assessment due Friday Nov 26, 5 pm (CourseLink Dropbox)
12 Nov 29, Dec 1 & 3 3 classes M, W & F	Bringing it all Together	No required reading.	NO Skill Labs Last class Friday, Dec 3, rescheduled from Mon Oct 11. Critical Reflection Part 2 due Friday Dec 3, 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 and an announcement will be posted on the CourseLink site.

8. ASSESSMENT DETAILS

Assessment	LOs Addressed	Due Date	% of Final
<p>Skill Lab Participation</p> <p>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.</p>	Learning Outcomes 1-6	See Teaching & Learning Activities above for Skill Lab Dates. Self-Assessment due Friday, Nov 26, 5 pm	10%
<p>Conducting a Helping Interview (3 part assignment – completed by group – see Assignment description in Courselink.)</p> <p>1. Conducting a Helping Interview Proposal: 2% of Final Grade Initial plan for interview assignment and signed informed consent.</p> <p>2. Conducting a Helping Interview Part One: 22% of Final Grade Transcription and interpretation of recorded interview.</p> <p>3. Conducting a Helping Interview Part Two: 16% of Final Grade Reflection and discussion of alternative statements and their possible influence on interview</p>	Learning Outcomes 1-6	<p>Proposal: Friday, Oct. 1, 5 pm</p> <p>Part One: (i) Video links: Friday, Oct. 15, 5 pm (ii) Written Assignment: Friday Oct. 22, 5 pm</p> <p>Part Two: Friday Nov 19, 5 pm</p>	40%
<p>Key Content Summaries & Application: Four (4) KCS&A Reports submitted. See Assignment description in Courselink. Lowest grade dropped, combined reports worth 30% of Final Grade.</p>	Learning Outcomes 1,3,4,5,6	<p>KCS&A Reports: #1 Friday Sept 24, 5 pm #2 Friday Oct 15, 5 pm #3 Friday Oct 29, 5 pm #4 Friday Nov 12, 5 pm</p>	30%
<p>Critical Reflection: See Assignment description in Courselink.</p>	Learning Outcomes 1,3,4,5,6	<p>Part 1 Friday Oct 8, 5 pm Part 2 Friday Dec 3, 5 pm</p>	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.

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.

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).

Safety Protocols:

For information on current safety protocols, follow these links: <https://news.uoguelph.ca/return-to-campuses/how-u-of-g-is-preparing-for-your-safe-return/>
<https://news.uoguelph.ca/return-to-campuses/spaces/#ClassroomSpaces>

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

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.