



# COLLEGE of SOCIAL AND APPLIED HUMAN SCIENCES

DEPARTMENT OF FAMILY RELATIONS AND APPLIED NUTRITION

## FRHD\*3400 COMMUNICATION & COUNSELLING SKILLS COURSE OUTLINE – WINTER 2019

### 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.

|                          |  |
|--------------------------|--|
| <b>Credit Weight:</b>    | 0.5 credits  |
| <b>Course Hours:</b>     | 3-0 (2.0/week x 12 lecture; 1.0/week x (8 lab/seminar)   |
| <b>Pre-Requisite(s):</b> | 4.50 credits including (FRHD*1020 or FRHD*1100)  |
| <b>Co-Requisites(s):</b> | N/A  |
| <b>Restriction(s):</b>   | 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

|                  |                           |
|------------------|---------------------------|
| <b>Lecture:</b>  | LEC Mon 07:00PM - 08:50PM |
| <b>Location:</b> | RICH, Room 2520           |

#### Seminars – Skill Labs:

| TA  | Section | Date/Time             | Location       |
|-----|---------|-----------------------|----------------|
| TBD | 0101    | Mon 09:00PM - 09:50PM | MINS, Room 101 |
| TBD | 0102    | Mon 09:00PM - 09:50PM | MACS, Room 301 |
| TBD | 0103    | Mon 09:00PM - 09:50PM | MCKN, Room 233 |
| TBD | 0104    | Fri 08:30AM - 09:20AM | MACS, Room 301 |
| TBD | 0105    | Fri 02:30PM - 03:20PM | MINS, Room 128 |
| TBD | 0106    | Fri 02:30PM - 03:20PM | MACS, Room 301 |

|     |      |                       |                |
|-----|------|-----------------------|----------------|
| TBD | 0107 | Fri 03:30PM - 04:20PM | MINS, Room 101 |
| TBD | 0108 | Mon 09:00PM - 09:50PM | MCKN, Room 234 |

**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.

**Final Exam:** 2019/04/22 02:30PM - 04:30PM, Room TBA

#### 4. INSTRUCTIONAL SUPPORT

**Course Instructor:** Gabrielle Pitt, RECE, MSW, RSW, PhD (SW/Med)

**Email:** [gpitt@uoguelph.ca](mailto:gpitt@uoguelph.ca)

**Telephone:** 519-824-4120 ext. N/A

**Office:** TBD

**Office Hours:** By Scheduled Appointment - Mondays 5:00 pm – 6:00 pm

#### Teaching Assistants

#### Email

Julia Biamonte

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Timothy McCurdy-Myers

[tmccurdy@uoguelph.ca](mailto:tmccurdy@uoguelph.ca)

#### 5. LEARNING RESOURCES

##### Required Resource(s):

Ivey, Allen E., Ivey, Mary B., & Zalaquett, Carlos, P. (2018). *Intentional interviewing and counseling: Facilitating client development in a multicultural society* (9th Edition). Belmont, CA: Brooks/Cole.

##### Recommended Resource(s):

N/A

#### 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. Use a range of theoretical approaches that can be drawn upon 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 journal writing exercises.

### 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. 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.**

**Important:** Students are expected to attend each skill lab unless prior notification is given to the Teaching Assistant.

## 7. TEACHING AND LEARNING ACTIVITIES

| Week<br>Mon/ Wed               | Topics  | Assigned<br>Readings | Skill Labs              | Notes &<br>Due Dates  |
|--------------------------------|---|----------------------|-------------------------|---|
| <b>Week 1</b><br><b>Jan 7</b>  | Skilled Interviewing<br>Common Factors  | Course Text - Ch. 1  | <b>No Skill<br/>Lab</b> |   |
| <b>Week 2</b><br><b>Jan 14</b> | Ethics, Diversity &<br>Personal Wellness  | Course Text - Ch. 2  | Skill Lab 1             |   |
| <b>Week 3</b><br><b>Jan 21</b> | Attending Behaviour,<br>Empathy, Person<br>Centred Approach                                 | Course Text - Ch. 3  | Skill Lab 2             | <b>Helping Interview Proposal<br/>submitted through Dropbox by<br/>Friday, January 25<sup>th</sup> at 5pm.</b>        |
| <b>Week 4</b><br><b>Jan 28</b> | Questions, Solution-<br>Focused Approach  | Course Text - Ch. 5  | Skill Lab 3             |   |
| <b>Week 5</b><br><b>Feb 4</b>  | Encouraging<br>Paraphrasing and<br>Summarizing  | Course Text - Ch. 6  | Skill Lab 4             |   |
| <b>Week 6</b><br><b>Feb 11</b> | Encouraging<br>Paraphrasing and<br>Summarizing<br>continued,<br>Observing Skills            | Course Text - Ch. 4  | <b>No Skill<br/>Lab</b> | <b>Helping Interview Part One<br/>submitted through Dropbox by<br/>Friday, February 15<sup>th</sup> at 5pm.</b>       |
| <b>Week 7</b><br><b>Feb 18</b> | Reading Week  |                      |                         |   |
| <b>Week 8</b><br><b>Feb 25</b> | <b>MIDTERM – 1<sup>st</sup> hour</b><br><br><b>Class 2nd Hour -<br/>Reflecting Feelings</b> | Course Text - Ch. 7  | Skill Lab 5             | <b>Midterm will cover: ALL Course<br/>Material from Weeks 1 - 6<br/>(Text Chapters and Lecture<br/>Power Points).</b> |

| Week<br>Mon/ Wed                | Topics   | Assigned<br>Readings                       | Skill Labs              | Notes &<br>Due Dates   |
|---------------------------------|--|--|-------------------------|--|
| <b>Week 9</b><br><b>Mar 4</b>   | Reflecting Feelings,<br>continued<br>Basic Listening<br>Sequence                     | Course Text - Ch. 8                        | Skill Lab 6             |  |
| <b>Week 10</b><br><b>Mar 11</b> | Focusing Skills,<br>Couple and Family<br>Therapy,<br>Genograms                       | Course Text - Ch. 9                        | Skill Lab 7             |  |
| <b>Week 11</b><br><b>Mar 18</b> | Empathic<br>Confrontation and<br>Challenging,<br>Cognitive Behavioral<br>Approach    | Course Text - Ch. 10,<br>Ch. 13 p. 330-340 | Skill Lab 8             | <b>Helping interview Part Two<br/>submitted through Dropbox by<br/>Friday, March 22<sup>nd</sup> at 5pm.</b> |
| <b>Week 12</b><br><b>Mar 25</b> | Reflection of<br>Meaning and<br>Interpretation/<br>Reframing ,<br>Narrative Approach | Course Text - Ch. 11                       | <b>No Skill<br/>Lab</b> | <b>Skill lab Self-Assessment<br/>submitted through Dropbox by<br/>Friday, March 29<sup>th</sup> at 5pm</b>   |
| <b>Week 13</b><br><b>Apr 1</b>  | Self-Disclosure,<br>Feedback and Logical<br>Consequences                             | Course Text - Ch. 12<br>p. 290-300         | <b>No Skill<br/>Lab</b> |  |

**Final Exam:** 2019/04/22 02:30PM - 04:30PM, Location TBA

***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<br>Final |
|---|--------------------------|---|---------------|
| <b>Midterm Exam</b><br>Multiple choice questions (4 answer; a-d) based on readings and lecture material, Weeks 1-6  | Learning<br>Outcomes 1-6 | Monday Feb 25<br>(in class)   | 20%           |
| <b>Skill Lab Participation</b><br>The skill lab grade is determined by the quality of student participation.<br>This includes attending all 8 skills labs and actively participating in each one. | Learning<br>Outcomes 1-6 | See Teaching and<br>Learning Activities<br>Chart above for Skill<br>Lab Dates | 10%           |

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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.

Self-Assessment:  
March 29th at 5pm

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### Conducting a Helping Interview (a three part assignment)

1. Conducting a Helping Interview Proposal: 2%  
Initial plan for interview assignment and signed informed consent

Proposal:  
Fri, Jan 25th at 5pm

2. Conducting a Helping Interview Part One: 22%  
Transcription and interpretation of recorded interview

Learning  
Outcomes 1-6

Part 1:  
Fri, Feb 15th at 5pm

40%

3. Conducting a Helping Interview Part Two: 16%  
Reflection and discussion of alternative statements and their possible influence on interview

Part 2:  
Fri, Mar 22nd at 5pm

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### Final Exam

The exam has 2 parts:

1. Multiple choice and true/false questions 20%  
Based on readings and lecture material, Weeks 7-12

2. Reflective essay exam question 10%  
Covering all lectures and readings throughout the semester

Learning  
Outcomes 1-6

April 22<sup>nd</sup> 2019  
02:30PM - 04:30PM

30%

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**Total:** 100%

## 9. COURSE STATEMENTS

### Safe Learning Environment:

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

### Correspondence:

All email directed to the professor or TAs must come from an official University of Guelph email address. You will not receive a response if your email is sent from a non-university account.

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 non-university account.

Please do not email with questions regarding course content, those must be posted in the Course Questions Discussion Forum on Courselink.

**TAs have been instructed not to answer any emails regarding course material.**

**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. 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.

**Referencing:**

All assignments submitted must follow APA 6<sup>th</sup> Edition for style, formatting and referencing. <https://guides.lib.uoguelph.ca/APA>

**Late Assignments:**

- Assignments that are not submitted by the original ***due date and time without authorised extensions*** will be considered late
- Late assignments will be accepted up to **7 days following the due date including weekends** and will receive a **penalty of 3% for the first day, and 1% for each additional day after the due date** EXCEPT under documented grounds for compassionate consideration.
- Assignments submitted more than 7 days following the due date without documented grounds will receive a grade of zero.
- If you are going to submit an assignment late, you must contact the professor **in advance** of the designated due date/time to inform the professor when you will be submitting your assignment.

**Receipt of Grades:**

After you receive a grade on CourseLink, please review your feedback. Any inquiry about the grade must be made within one week from the date they are posted. If you fail to inquire about 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:**

Courses that are one semester long must be dropped by the end of the fortieth class day; two-semester courses must be dropped by the last day of the add period 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 book their exams at least 7 days in advance, and not later than the 40th Class Day.

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 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.