



**M:** Course Objectives / Learning Outcomes:

Upon successful completion of this course, within the following content areas, the student will be able to:

**1. Professional Behaviour**

- demonstrate knowledge of professional ethics and values
- identify strategies for resolving ethical dilemmas
- demonstrate knowledge of the difference between personal and professional relationships

**2. Self-Awareness**

- describe the importance of self-awareness to the helping process
- describe strategies for increasing self-awareness
- identify skill strengths and limitations including awareness of the limits of one's expertise

**3. Relationship Building Skills**

- define the characteristics of a counselling relationship
- explain the importance of the core conditions of warmth, empathy, and genuineness
- demonstrate the ability to negotiate counselling contracts
- define and demonstrate immediacy skills

**4. Counselling/Interviewing Process**

- list the phases involved in the helping process
- describe essential worker tasks and skills for each phase of helping

**5. Counselling/Interviewing Skills**

- describe the circumstances where the use of a particular skill or strategy may be appropriate
- identify non-helping behaviours
- demonstrate interviewing and counselling skills
- demonstrate versatility with a range of skills and strategies

**6. Empowerment Skills**

- demonstrate the skills of empowering clients
- demonstrate ability to identify and assess strengths

**7. Culture and Diversity**

- define worldview and its importance to counseling

**N:** Course Content:

The following global ideas guide the design and delivery of this course:

- Social service workers need to understand issues of culture and diversity.
- Reflection on one's competence and the limits of one's role are fundamental to professional practice.
- Self-awareness is essential skilled communication and counselling.
- Skill proficiency must be balanced with a caring attitude, acceptance of a wide range of behaviour and cultures, and respect for the rights of others including their right to self-determination.
- Effective counselling work requires open discussion with clients regarding roles, purposes, and methods.
- Effective social service workers are versatile and they utilize skills based on variables such as client need, culture, context, and the phase of work.
- Establishing and sustaining professional relationships with clients is fundamental to competent practice.

**O:** Methods of Instruction

- Lecture
- Supervised interview practice
- Video
- Instructor demonstrations

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| <b>P:</b> | Textbooks and Materials to be Purchased by Students <ul style="list-style-type: none"> <li>• <b>TBA</b></li> </ul>   |
| <b>Q:</b> | Means of Assessment: <p><b>This course will conform to Douglas College policy regarding the number and weighting of evaluations. Typical means of evaluation would include a combination of:</b></p> <ul style="list-style-type: none"> <li>• <b>Examination</b></li> <li>• <b>Research papers</b></li> <li>• <b>Skills demonstration</b></li> <li>• <b>Participation</b></li> <li>• <b>Attendance</b></li> </ul> <p><b>This is a letter graded course</b></p> |
| <b>R:</b> | Prior Learning Assessment and Recognition: <ul style="list-style-type: none"> <li>• <b>This course is available for PLAR</b></li> </ul>  |

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Course Designer(s)

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Education Council / Curriculum Committee Representative

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Dean / Director

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Registrar