

Revision

New Course

If Revision, Section(s)  
Revised:

C, G, M, O, Q

Date of Previous Revision:

Date of Current Revision:

25 August 2003

C: CSSW 1122

D: Community Social Service Worker: Counselling

E: 3

Subject & Course No.	Descriptive Title	Semester Credits
<p><b>their interactions with others and explore ways to promote self-determination and empowerment. Culture, diversity, and worldview will be viewed as essential elements for understanding and responding to clients.</b></p>		
<p><b>G:</b></p>	<p>Allocation of Contact Hours to Type of Instruction / Learning Settings</p> <p>Primary Methods of Instructional Delivery and/or Learning Settings:</p> <p><b>Lecture</b></p> <p>Number of Contact Hours: (per week / semester) _____</p>	<p><b>H:</b> Course Prerequisites: <b>None</b></p> <hr/> <p><b>I:</b> Course Corequisites: <b>None</b></p> <hr/> <p><b>J:</b> Course for which this Course is a Prerequisite <b>1222</b></p>

\_\_\_\_\_ of Professional Arts in Human Services degree program at Athabasca University; and Bachelor of Community Rehabilitation degree program at the University of Calgary.

<input type="checkbox"/>	Non-Credit
<input type="checkbox"/>	College Credit Non-Transfer
<input checked="" type="checkbox"/>	College Credit Transfer:

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**M:** Course Objectives / Learning Outcomes

Upon successful completion of this course, 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**

**Identify skill strengths and limitations including awareness of the limits of one's expertise**

**2. Self-Awareness**

**Describe the importance of self-awareness to the helping process**

**Describe strategies for increasing self-awareness including establishing conditions for giving and receiving constructive feedback**

**3. Counselling/Interviewing Process**

**Identify counselling and interviewing skills**

**Demonstrate ability to classify skills based on purpose, client need, and phase of helping**

**Describe the circumstances where the use of a particular skill or strategy may be appropriate**

**Identify non-helping behaviours**

**List the phases involved in the helping process**

**Describe essential worker tasks and skills for each phase of helping**

**4. Relationship Building Skills**

**Define the characteristics of a counselling relationship**

**List the essential relationship-building objectives of each of the four phases of counselling**

**Explain the importance of the core conditions of warmth, empathy, and genuineness**

**Demonstrate core conditions in a helping interview**

**Describe the counselling contract**

**Demonstrate the ability to negotiate a counselling contract**

**Define and demonstrate immediacy skills**

**5. Counselling/Interviewing Skills**

**Demonstrate ability to preplan an interview**

**Demonstrate knowledge of non-verbal communication skills including attending and use of silence**

**Demonstrate techniques for gathering information (e.g., open question, closed questions, probing for specificity and definition)**

**Demonstrate ability to maintain the focus of an interview**

**Demonstrate ability to listen, summarize, and paraphrase**

**Demonstrate ability to respond with empathy**

**Demonstrate ability to use self-disclosure appropriately**

**Demonstrate assertiveness**

**Demonstrate ability to use confrontation skills appropriately**

**Demonstrate knowledge of skills for working with hostile and potentially violent clients**

**Demonstrate versatility with a range of skills and strategies**

**6. Empowerment Skills**

**Describe the elements of empowering clients**

**Demonstrate ability to identify and assess strengths and problems**

**Demonstrate ability to assist clients to set long and short-term goals**

**Demonstrate ability to assist clients to identify and evaluate strategies for problem solving and goal attainment**

**Demonstrate ability to assist clients to implement action plans**

**7. Culture and Diversity**

**Define worldview and its importance to counselling**

**Explain why realities such as racism and oppression impact counselling**

**Identify and explore how the values, beliefs, behaviours, and traditions of diverse populations impact the counselling process**

**Adapt counselling strategies to fit the needs of diverse populations**

**N:** Course Content: The following global ideas guide the design and delivery of this course:

- 1. Counsellors need to understand how cultural origin influences their clients' behaviour and worldviews.**
- 2. Exploration and reflection on one's competence and the limits of one's role and expertise are fundamental to professional practice.**
- 3. Self-awareness regarding one's personal style, values, effect on others, skills and the influence of past experiences, are essential prerequisites for skilled communication and counselling.**
- 4. Skill is necessary but insufficient for competent practice. Technical proficiency must be balanced with a caring attitude, acceptance of a wide range of behaviour and cultures, and**