

HSWR 103: Counseling Skills

Course Description

This course introduces students to elements of helping relationships and a systematic approach to effective helping.

The context of this course is specific to developing skills, knowledge and values for employment in Human Service Work settings.

Course Hours: 60

Course Credits: 4

Course Prerequisites: Minimum 65% in either English 12, English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency Information on the College website), CYFS 101 or PSYC 151.

Co-requisites: None

Format

Students who register for Flexible Assessment credit must provide evidence of their competency in the form of a portfolio and submit this evidence online to the designated HSWR Faculty Assessor two weeks before the end of the semester.

The portfolio submission must include the following information:

1. A table of contents with page numbers that follow the learning outcomes of the course, in the order the learning outcomes are listed on the *Flexible Assessment Documentation Form* below;
2. A labeled heading between each learning outcome and course activity;
3. Concrete evidence (i.e., photos, letters, logbook, video recording, observations) of each learning outcome in the order listed below along with brief explanations of the relevance of each piece of evidence;
4. A completed copy of the recording form below with the type and page number of each piece of evidence in the portfolio submission.

What You Need To Do

Document your knowledge and implementation of each learning outcome for HSWR 103 (below) by providing a minimum of four examples for each outcome, with the exception of the learning outcomes that are met by the Additional Flexible Assessment Criteria (AFAC). The examples for the learning outcomes can include a combination of written examples, photos, observations, course/workshop certificates, log-books, video recordings, evaluations and practical applications. Each example must include a written component that clearly explains how the evidence has informed your professional practice.

Additional Flexible Assessment Criteria

AFAC 1. Provide a 20 – 30 minute counselling video that demonstrates your skills in the following areas:

- invitational skills: (eye contact, body position, attentive silence, voice tone, facial expressions and gestures, appropriate physical distance, use of encouragers and questions);
- paraphrasing;
- reflecting feelings;
- reflecting meaning;
- appropriate self-disclosure and expression of empathy;
- challenging skills (providing feedback, confronting clients);
- using change techniques (i.e., brainstorming, reframing);
- keeping interview focused and on track;
- working from a strengths based perspective.

AFAC 2. Provide a letter from a current or previous employer, Instructor (from a workshop or other training opportunity), and/or volunteer organization acknowledging your ability to provide constructive feedback. In addition, they should provide examples of how you receive feedback.

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Learning Outcomes and Additional Flexible Assessment Criteria

Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Demonstrate an awareness of your personal value system – beliefs, values, opinions and ethics – which influence how you form helping relationships.				
Identify and critique your own basic communication style, identifying areas of strength and areas in need of development.				
Identify and demonstrate non-verbal behaviours and skills which indicate therapeutic attending.	AFAC 1			
Provide effective and constructive feedback on the skills of your peers and instructor, and receive feedback in kind.	AFAC 2			

Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Demonstrate appropriate use of information-giving and self-disclosure within the learning environment.	AFAC 1			
Integrate effective and therapeutic questions into your unique personality style.	AFAC 1			
Effectively apply emotional vocabulary to accurately paraphrase and summarize client's concerns and feelings.	AFAC 1			
Use observational skills to assess client's verbal and nonverbal behaviour.	AFAC 1			
Conduct a complete interview using only active listening skills.	AFAC 1			
Telephone Interview	Date	Faculty Assessor's Comments <i>(for office use only)</i>		