

CATALOG INFORMATION

Dept and Nbr: COUN 91            Title: HUMAN SERV SKILLS & TECH  
Full Title: Skills and Techniques in Human Services  
Last Reviewed: 2/27/2023

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	17.5	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable  
Grading:            Grade Only  
Repeatability:    00 - Two Repeats if Grade was D, F, NC, or NP  
Also Listed As:  
Formerly:            GUID 91

**Catalog Description:**  
An introduction to interview techniques on behalf of clients and Human Service agencies. Sensitivity and awareness of the needs of the client during an interview will be stressed. The course will cover interviewing children, the disabled and the aged.

**Prerequisites/Corequisites:**

**Recommended Preparation:**

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: Students will develop methods and techniques used in intake and interviewing. (Grade Only)  
Prerequisites/Corequisites:  
Recommended:  
Limits on Enrollment:  
Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>			Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>			Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>			Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective:	Fall 1999	Inactive:	
<b>UC Transfer:</b>		Effective:		Inactive:	

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

Students will:

1. Identify and define the elements that constitute a counseling session.
2. Identify and define the skills and techniques of information gathering and interviewing.
3. Define and role play effective communication skills in human services.
4. Research and identify social cues that require referral to more highly skilled professionals.
5. Identify techniques that enable effective service delivery to diverse groups.
6. Research and analyze ethical and professional issues in a human service setting.
7. Identify and define case management skills and techniques.
8. Identify methods of evaluating human services agency effectiveness.
9. Research and analyze biases, stereotypes and assumptions.

### **Topics and Scope:**

Introduction of Assumptions

Early Social Intervention

Background Concept of Culture

Structure of the Interview

First and Last Session

Case Management, Record Keeping and Report Writing

Effective Listening Skills

Information Gathering Techniques

Values of an Effective Human Services Worker

Model and Role Play, Effective Human Services Techniques, Ethics and Confidentiality.

## Perceptual Bias and Appropriate Responses

### Assignment:

Required reading assignment:

Textbook: thirty pages per week.

Three outside reading assignments.

Required writing assignment:

Three short papers on interviewing.

Three-page paper evaluating three counseling sessions.

One oral presentation of at least ten minutes.

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, Reading reports, Essay exams, Term papers, Evaluation papers

Writing  
10 - 80%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Homework problems, Exams

Problem solving  
5 - 40%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances, Performance exams

Skill Demonstrations  
5 - 35%

**Exams:** All forms of formal testing, other than skill performance exams.

Essay

Exams  
5 - 40%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

Attendance

Other Category  
5 - 25%

### Representative Textbooks and Materials:

Effective Helping; Fifth Edition; by Barbara F. Okun, 1996.

Love's Executioner and Other Tales of Psychotherapy; by

Irvin D. Yalom, M.D.; 1989.

Crisis Intervention Strategies, 3rd Edition; by Burl E. Gilliland and Richard K. James, 1997.