

Counseling 91
Skills and Techniques in Human Services

Course Syllabus – Spring 2018

Instructor: Suzanne Maggio-Hucek, LCSW

Time: Wednesdays 3:00 p.m. to 6:00 p.m.

Room: Plover 558

Office Hour: Monday, 5-6 p.m., Wednesdays 8-9 a.m. and by appointment

Office: Emeritus 1689

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Course Description

Counseling 91 is intended to be one of the last classes taken in the Human Services Certificate program. The knowledge gained in the core human services classes will assist students in the evaluation, analysis and performance of their skills as a helper. Students are encouraged to enroll in an internship this semester in order to increase their opportunities to practice the skills taught in this class.

This is an experiential course. Students are required to participate in exercises and process their reactions and observations to these exercises in class. Methods for developing specific helping skills and the skill of giving helpful feedback will be presented and practiced. The basic skills we will cover include: interviewing, attending, listening, responding, questioning/exploring, assessing, problem solving and recording case notes.

Students will have an opportunity to apply the basic knowledge taught in the Human Services Certificate core classes--understanding of the human services and social welfare system, theoretical perspectives on human development and human behavior, helping theory, and an awareness of the values and behaviors of diverse cultures.

Course Objectives

By the end of the semester students will be able to:

1. Differentiate between effective/ineffective communication skills in class role-plays.
2. Apply effective communication skills and techniques in a role-play session.
3. Analyze the elements that constitute a counseling session.
4. Synthesize information gathered to complete a client assessment.
5. Synthesize information gathered into clear and concise written case notes.

6. Synthesize information gathered to support clients with solutions for problem solving.
7. Evaluate cues that require a differentiation of skills and techniques as related to diverse groups.
8. Evaluate cues that require referrals to more highly skilled professionals.

Class Format

Class time will include lecture, small group work, large group work, video presentations, and one-on-one counseling/interview practice. Some counseling/interviewing sessions will be recorded.

Class Requirements

Attendance, Punctuality, Class Participation and Deadlines: Attendance and class participation is critical to class performance. Any student who fails to meet requirements for attendance, punctuality, assignments and class participation may be dropped from the class. After three absences you may be dropped. If you miss class you must get work, notes and assignments or handouts from your classmates. Two tardies equal one absence.

Assignments/Deadlines: Work is due at the beginning of class. Missed in-class work--video responses, exercises, presentation responses may not be made up. Late assignments must be turned in within one week of the missed deadline. Ten percent of the grade will be deducted for papers turned in late.

Participation: In order to participate in class you must be present, be prepared and be engaged in the material. Class responses should be on topic and assist in a dialogue of learning. Storytelling takes away from the learning environment and depth of understanding.

Internet Access: You must have access to the internet to participate in this course. Course material is available on line by choosing the course section link on the instructor's homepage at: /homepage/smaggiohucek/

Confidentiality: Personal information shared in the classroom will not be discussed outside the classroom without expressed permission. During the counseling/interview practice you will be expected to perform as both helper and as a client. Rules of confidentiality apply to these sessions whether in or out of the classroom. When acting as a client only share information you are comfortable sharing in this educational setting.

Student accommodations: Students with disabilities who believe they may need accommodations in this class are encouraged to contact Disability

Resources on the Santa Rosa Campus (527-4278), Analy Village - C, or Petaluma (778-2491) as soon as possible to better ensure such accommodations are implemented in a timely fashion."

Emergency Preparedness: In the event of an emergency during class that requires evacuation of the building, please leave the class immediately, but calmly. Our class will meet on the grass area in between the library and the bookstore to make sure everyone got out of the building safely and to receive further instructions. There are two exits from Room 4256. Be sure you know where they are located. If you are a student with a disability who may need assistance in an evacuation, please see me during my office hours as soon as possible so we can discuss an evacuation plan.

Required Books and Materials

- **An Introduction to Human Services-Values, Methods and Populations Served**, Poindexter, Valentine, 2nd Edition
- **Zen of Listening--Mindful Communication in an Age of Distraction**, Rebecca Shafir
- **Non-violent Communication, A Language of Life**, Marshall Rosenberg
- **CANVAS**
- **Audio Recorder** (Digital or Tape)

Course Requirements & Classroom Assignments

Classroom Participation

Weekly readings - Approximately 30 pages a week

Lecture and Discussion

Practice Counseling Sessions

Written homework assignments

Two recorded interview summaries

Two active listening logs

Large and small group participation

Case Notes for Problem Solving Assignments