

## Administrative Master Syllabus

### Course Information

<b>Course Title</b>	Interviewing and Communication Skills
<b>Course Prefix, Num. and Title</b>	PSYT 1329 – Interviewing and Communication Skills
<b>Division</b>	Allied Health
<b>Department</b>	Human Services
<b>Course Type</b>	WECM Course
<b>Course Catalog Description</b>	Development of the basic communication skills necessary to develop an effective helping relationship with clients. Emphasis on importance of effective oral communications. Topics include counseling techniques such as intake interviewing, relationship building, and informed consent.
<b>Pre-Requisites</b>	None
<b>Co-Requisites</b>	None

### Semester Credit Hours

<b>Total Semester Credit Hours (SCH): Lecture Hours:</b>	3:3:0
<b>Lab/Other Hours</b>	
<b>Equated Pay Hours</b>	3
<b>Lab/Other Hours Breakdown: Lab Hours</b>	Enter Lab Hours Here.
<b>Lab/Other Hours Breakdown: Clinical Hours</b>	Enter Clinical Hours Here.
<b>Lab/Other Hours Breakdown: Practicum Hours</b>	Enter Practicum Hours Here.
<b>Other Hours Breakdown</b>	List Total Lab/Other Hours Here.

### Approval Signatures

Title	Signature	Date
<b>Department Head:</b>	Victoria Schultz	09-29-2023
<b>Division Chair:</b>	CJDerkowski	10/23/2023
<b>VPI:</b>		

## Additional Course Information

Topical Outline: Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, and clinical or other non-lecture instruction).

### Part I:

1. Introduction to counseling process
2. Nonverbal communication
3. Types of feedback and interviewing processes
4. Role of Human Service Provider in counseling/interviewing process
5. Ethical considerations

### Part II:

1. Restating content
2. Reflecting feelings
3. Asking questions/probing and counselor disclosure skills
4. Preparing for action
5. Advanced helping skills
6. Types of therapeutic treatment modalities (i.e. PCT, CBT, DBT...)
7. Family Systems Theories of Helping
8. Sociocultural, Multicultural issues
9. Crisis intervention and suicide prevention
10. Phases of the interviewing technique

Course Learning Outcomes:

### Learning Outcomes – Upon successful completion of this course, students will:

1. Identify basic communication skills and describe professional ethical standards related to interviewing and communicating with clients.
2. Exhibit the ability to use each skill and to integrate all skills appropriately and effectively in a simulated interviewing/counseling situation.
3. Demonstrate attending, paraphrasing, summarizing, interviewing, counselor disclosure skills, and an understanding of both verbal and nonverbal communication.

### Methods of Assessment:

1. Three examinations during the course of the semester:
  - a. Examination One addresses 1-2
  - b. Examination Two addresses 2-3
  - c. Examination Three addresses 1-3
2. Video-recording Performance/Critiques/Worksheets/Self-Assessment/ addresses 1-3

Required text(s), optional text(s) and/or materials to be supplied by the student:

Geroski, A. Skills for helping professionals. Boston: Sage Publications. Latest Edition.

Suggested Course Maximum:

25

List any specific or physical requirements beyond a typical classroom required to teach the course.

Laptop, WebCam with Microphone, headset, access to internet/WIFI (not compatible with Internet Explorer at remote off-campus sites).

Working knowledge of Brightspace, the college's Learning Management System.

Course Requirements/Grading System: Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course.

Examination One	100 points
Examination Two	100 points
Video-recording/Assignments	100 points
Final Examination	100 points
Total Points	400 Points

360 – 400 = A = 90% - 100%

320 – 359 = B = 80% - 89%

280 – 319 = C = 70% - 79%

240 – 279 = D = 60% - 69%

239 & below = F = below 60%

An in-class videotaping and final written self-assessment are required elements of this course to demonstrate interviewing knowledge and level of abilities. This course lays a foundation for DAAC 1317 – Basic Counseling Skills. A variety of assignments are incorporated throughout the course to better enable the student to acquire these required skills.

Curriculum Checklist:

- Administrative General Education Course** (from ACGM, but not in WCJC Core) – No additional documents needed.
- Administrative WCJC Core Course** – Attach the Core Curriculum Review Forms
  - Critical Thinking
  - Communication
  - Empirical & Quantitative Skills
  - Teamwork
  - Social Responsibility
  - Personal Responsibility
- WECM Course** – If needed, revise the Program SCANS Matrix and Competencies Checklist