



Course Information

Course Title	Interviewing and Communication Skills
Course Prefix, Num. and Title	PSYT 1329
Division	Allied Health
Department	Human Services
Course Type	WECM Course
Course Catalog Description	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.
Pre-Requisites	none
Co-Requisites	None

Semester Credit Hours

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

Approval Signatures

Title	Signature	Date
Prepared by:		
Department Head:		
Division Chair:		
Dean/VPI:		
Approved by CIR:		

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, CBY,...)
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 semester:
Examination One: addresses 1,2
Examination Two: addresses 2,3
Examination Three: addresses 1-3
2. Videotaping/Critiques/Worksheets: addresses 1-3

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

Geroski, A., (2017). Skills for helping professionals. Boston: Sage Publications.

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).

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
Videotape/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