

Reese Campus

**Course Syllabus**

COURSE: PSYT-1429 (200) (4:3:3)  
 Interviewing and Communication Skills

SEMESTER: Fall 2016

CLASS TIMES: Monday & Wednesday  
 9:30-10:45  
 11:00-12:15 (Lab)  
 South Plains College, Reese Campus  
 Building 5, Rm. 516

INSTRUCTOR: Mollie McCook-Melton  
 Program Coordinator and Professor Applied Rehabilitation Psychology

OFFICE: South Plains College, Reese Campus, Building 5, Office 514

OFFICE HOURS: Monday      Tuesday      Wednesday      Thursday      Friday  
 12:15-1:15      1:00-3:30      8:30-9:30      1:00-3:30      11:00-12:00

OFFICE PHONE: (806) 716-4652

E-MAIL: [mmelton@southplainscollege.edu](mailto:mmelton@southplainscollege.edu)

BLACKBOARD: Blackboard is an e-Education platform designed to enable educational innovations everywhere by connecting people and technology. This educational tool will be used in this course throughout the semester.

**“South Plains College improves each student’s life.”**

**GENERAL COURSE INFORMATION**

**COURSE DESCRIPTION**

This course involves the development of the basic communication skills necessary to develop an effective helping relationship with clients. Topics include counseling techniques such as intake interviewing, relationship building, problem identification and resolution. Emphasis on importance of effective oral communications.

**STUDENT LEARNING OUTCOMES**

**Measure/Assessment Tool**

<ul style="list-style-type: none"> <li>Demonstrate basic interpersonal communication skills related to professional practice. ( build interpersonal competence)</li> </ul>	<ul style="list-style-type: none"> <li>Minimum score of 5 on Communication Skills Assessment Rubric by the 15<sup>th</sup> week of the semester</li> <li>Comprehensive Essay Final Exam</li> <li>Student maintain a lab journal</li> <li>Student Self- Assessment of Communication of Skills</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrate an understanding of the rules of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Essay Examination</li> <li>Successful completion of CHLT- 1309 (Community Ethics)</li> </ul>
<p><b>Refer to the evaluation methods to determine the student’s level of achievement regarding the designated learning outcomes.</b></p>	

**COURSE OBJECTIVES** (correlated to Scans and Foundations Skills)

The student will be able to:

- Demonstrate communication skills for professional effectiveness during the following activities:
  - Video-tape;
  - Interview with a student (observed by instructor);
  - Interview with the instructor;
  - Professional Interview
 (F5,6,9,10,11,13,14,15,16,17)  
 (C4,5,6,7,9,10,12,14)
- Demonstrate an understanding of the rules concerning confidentiality. (F7,8)
- Demonstrate three listening skills.(as noted in activities number 1)(F6,9,10,11)(C4)
- Recognize the importance of self-conceptions and identities (self-esteem, cultural, ethnic, gender, social biases based on disability, age, and social class) as they relate to communication.((F1,C4)
- Demonstrate conflict resolution.(F6)

6. Demonstrate techniques associated with Person-Centered Therapy, Logotherapy, and Reality Therapy((F6)
7. Recognize alternatives to therapy.(F5)
8. Demonstrate the ability to assess accurately effective communication skills.(F5,9)
9. Demonstrate the ability to document behaviors accurately and objectively.(F5,7,8,9,12)
- 10.Demonstrate the ability to open and close communication assessment.(F7,8,12)

## EVALUATION METHODS

1. Regular class attendance.
2. Active participation by students during class.
3. Comprehensive final exam (demonstrated skills).
4. Essay exams.
5. Successful completion by student of lab assignments.
6. Successful completion of course with grade of "75" or higher.
7. Successful completion of **Communication Skills Rubric** (Student score of 5 or better on all skills component by the 15<sup>th</sup> week of the semester. Skills rubric will be administered by the instructor, as part of the comprehensive final exam.
8. Successful completion of the **Communication Skills Student Self Assessment**

### Active Learning Techniques.

#### ACTIVITIES:

1. Lab assignments.
2. Mock interviews.
3. Role playing.
4. Video tape of student interviews.
5. Audio tape of student interviews.
6. Guest speakers.
7. Class lectures.
8. Reading assignments.
9. Demonstrated communication skills by student:
10. Individual interview with instructor.

#### Journal/Portfolio:

During the course of the semester, the student will keep a lab portfolio/journal of weekly completed assignments and reflections of activities. This allows the student the opportunity to view their progress throughout the semester and make adjustments as warranted.

The journal will be evaluated and graded on pass/fail criteria

## ACADEMIC INTEGRITY

It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences, possibly suspension.

**Cheating** - Dishonesty of any kind on examinations or on written assignments, illegal possession of examinations, the use of unauthorized notes during an examination, obtaining information during an examination from the textbook or from the examination paper of another student, assisting others to cheat, alteration of grade records, illegal entry or unauthorized presence in the office are examples of cheating. Complete honesty is required of the student in the presentation of any and all phases of coursework. This applies to quizzes of whatever length, as well as final examinations, to daily reports and to term papers.

**Plagiarism** - Offering the work of another as one's own, without proper acknowledgment, is plagiarism; therefore, any student who fails to give credit for quotations or essentially identical expression of material taken from books, encyclopedias, magazines and other reference works, or from themes, reports or other writings of a fellow student, is guilty of plagiarism.

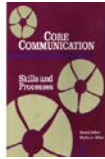
## SCANS and FOUNDATION SKILLS

Refer also to Course Objectives. SCANS and Foundation Skills attached.

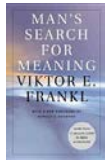
## VERIFICATION OF WORKPLACE COMPETENCIES - CAPSTONE EXPERIENCE

### SPECIFIC COURSE INFORMATION

#### TEXT AND MATERIALS



Miller, et. al., Core Communication maps, Skills, and Processes (2011). Interpersonal Communication Programs, Inc  
Frankl, Viktor E., Man's Search for Meaning (1985). Washington Square Press.



#### ATTENDANCE POLICY

Students are expected to attend all classes in order to be successful and the student may be administratively withdrawn from the course when absences become excessive, as defined by three (3) or more absences. The student is required to make up any class work missed due to an absence. Please refer to the South Plains College General Online Catalog (2016-2017: refer to enrollment in courses) for specific policies on classroom attendance. The advantages of attending every class and reading course material cannot be overemphasized

#### ASSIGNMENT POLICY

Lab assignments comprise approximately three (3) hours per week. The majority of lab assignments will be conducted in class; therefore, regular class attendance is essential. Assignments for lab will be distributed each week and it will be difficult to make up labs conducted during class. Additionally, lab assignments are designed in a progression of activities. Therefore, completing the assignments in the order provided is necessary for the successful completion of the course objectives.

#### GRADING POLICY - Grades in this course will be determined using the following criteria:

During the course of the semester, there will be no make-up examinations. A student may choose to not participate in one (1) examination during the course of the semester. If a student selects this option, exams will be valued at 40% of the course grade and the final exam is valued at 40% of the course grade. Examinations will be a combination of objective and essay discussions, verbal demonstrations of skills, and demonstrated communications skills. Please note that the final exam is comprehensive and based on the course competencies and objectives.

#### Grading Policy:

The final grade of this course will be determined by the average of the following:

A. 4 Exams	50%
B. Comprehensive Final	30%
C. Lab (80% lab activities & 20% journal)	20%
	100%

Grades are assigned within the following range:

A = 100 - 90
B = 89 - 80
C = 79 - 75
D = 74 - 70
F = Below 70

## COMMUNICATION POLICY

- Electronic communication between instructor and students in this course will utilize the South Plains College “My SPC” and email systems. The instructor will not initiate communication using private email accounts. Students are encouraged to check SPC email on a regular basis.

## STUDENT CONDUCT

- Students in this class are expected to abide by the standards of student conduct as defined in the SPC Student Guide. Please refer to the South Plains College website, online publications.

## SPECIAL REQUIREMENTS

- **Cell Phones** - Cell phones are to be turned OFF during scheduled class periods, unless prior approval has been given from the instructor. This includes text messaging. Cell phones are to be used outside the classroom only.

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## COURSE OUTLINE

### Unit I Introduction

#### Topics

- 1.) Review of course and lab objectives, policies, procedures and requirements.
- 2.) Completion of “How Do I Communicate?” Questionnaire
- 3.) Student completion of **Learning Goals**
- 4.) Introspection of Self.
- 5.) Student development of lab journal

#### Topics

#### 1.) Chapter 1 (Text)

- a. Communication Styles
- b. Know the 4 styles of communication (Know advantages and disadvantages)
- c. Understand the difference between the “What” and “How” of any message.
- d. Explain how the text defines action, emotional, and thinking networks.
- e. Explain the mind-brain functioning, as related to selection of a communication style.

#### 2.) Counseling Theory (Handouts and Student Research)

- a. Person-Centered Therapy
- b. Logotherapy
- c. Reality Therapy

#### 3.) Behavioral Observations

- a. Class Lecture on behavioral observations and procedures
- b. Behavioral Observation Assignment

#### 4.) Demonstration of skills (Lab Activity)

#### 5.) Confidentiality Training

*Examination 1 (Text, introduction and Chapter 1, handouts, and class lectures)*

### Unit II

#### Topics

#### 1. Chapter 2 (Text)

- a. Identifying Issues
- b. Define issue and discuss the various types of issues
- c. Explain how content, outcome, and process relate to communication.

2. **Chapter 3 (Text)**
  - a. The Awareness Wheel Map
  - b. Define awareness
  - c. Identify the purposes of the Awareness Wheel
  - d. Know and explain the five parts of the Awareness Wheel
  - e. Define self-talk
  - f. Identify, explain, and demonstrate the six talking skills
  - g. Use of application tools (wheel pad, pocket card set, and awareness wheel floor mat)
3. **Chapter 4 (Text)**  
**Awareness of Others**
  - a. Define nonverbal communication
  - b. Define body language
  - c. Define rapport
  - d. Identify attending Skills

**Examination 2 (Text, Chapter 2, 3, 4, handouts, and class lectures)**

**Unit III**

**Topics**

1. **Chapter 5 (Text)**
  - a. Know the Listening Cycle Map
  - b. Know, explain and demonstrate the five listening skills
  - c. Explain the listening cycle
2. **Chapter 6 (Text)**  
**Dealing With Conflict**
  - a. Define Conflict
  - b. Know, explain and demonstrate the processes of conflict resolution
3. **Chapter 7 (Text)**  
**The Skillzone Map**
  - a. Demonstrate of skills
  - b. Use application tool, **The Skillzone Map**

**Examination 3 (Text, Chapters 5, 6, 7, handouts, and class lectures)**

**Unit IV**

**Exam 4 - Due October 19, 2016.** The student is instructed to read Man's Search for Meaning and write narrative responses to questions provided by the instructor. This book will be discussed in class, with questions given to the student approximately two weeks before the due date, or earlier as requested by the student. The paper is due on the date noted, therefore, please plan accordingly.

**Final Examination - December 14, 2016. (9:00 am)**

**ACCOMMODATIONS**

**DIVERSITY STATEMENT**

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

**ADA STATEMENT**

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the

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## FOUNDATION SKILLS

### **BASIC SKILLS—Reads, Writes, Performs Arithmetic and Mathematical Operations, Listens and Speaks**

- F-1 Reading—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.
- F-2 Writing—communicates thoughts, ideas, information and messages in writing and creates documents such as letters, directions, manuals, reports, graphs, and flow charts.
- F-3 Arithmetic—performs basic computations; uses basic numerical concepts such as whole numbers, etc.
- F-4 Mathematics—approaches practical problems by choosing appropriately from a variety of mathematical techniques.
- F-5 Listening—receives, attends to, interprets, and responds to verbal messages and other cues.
- F-6 Speaking—organizes ideas and communicates orally.

### **THINKING SKILLS—Thinks Creatively, Makes Decisions, Solves Problems, Visualizes and Knows How to Learn and Reason**

- F-7 Creative Thinking—generates new ideas.
- F-8 Decision-Making—specifies goals and constraints, generates alternatives, considers risks, evaluates and chooses best alternative.
- F-9 Problem Solving—recognizes problems, devises and implements plan of action.
- F-10 Seeing Things in the Mind’s Eye—organizes and processes symbols, pictures, graphs, objects, and other information.
- F-11 Knowing How to Learn—uses efficient learning techniques to acquire and apply new knowledge and skills.
- F-12 Reasoning—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

### **PERSONAL QUALITIES—Displays Responsibility, Self-Esteem, Sociability, Self-Management, Integrity and Honesty**

- F-13 Responsibility—exerts a high level of effort and perseveres towards goal attainment.
- F-14 Self-Esteem—believes in own self-worth and maintains a positive view of self.
- F-15 Sociability—demonstrates understanding, friendliness, adaptability, empathy and politeness in group settings.
- F-16 Self-Management—assesses self accurately, sets personal goals, monitors progress and exhibits self-control.
- F-17 Integrity/Honesty—chooses ethical courses of action.

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## SCANS COMPETENCIES

- C-1 **TIME** - Selects goal - relevant activities, ranks them, allocates time, prepares and follows schedules.
- C-2 **MONEY** - Uses or prepares budgets, makes forecasts, keeps records and makes adjustments to meet objectives.
- C-3 **MATERIALS AND FACILITIES** - Acquires, stores, allocates, and uses materials or space efficiently.
- C-4 **HUMAN RESOURCES** - Assesses skills and distributes work accordingly, evaluates performances and provides feedback.

**INFORMATION - Acquires and Uses Information**

- C-5 Acquires and evaluates information.
- C-6 Organizes and maintains information.
- C-7 Interprets and communicates information.
- C-8 Uses computers to process information.

**INTERPERSONAL—Works With Others**

- C-9 Participates as a member of a team and contributes to group effort.
- C-10 Teaches others new skills.
- C-11 Serves Clients/Customers—works to satisfy customer’s expectations.
- C-12 Exercises Leadership—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.
- C-13 Negotiates—works toward agreements involving exchanges of resources; resolves divergent interests.
- C-14 Works With Diversity—works well with men and women from diverse backgrounds.

**SYSTEMS—Understands Complex Interrelationships**

- C-15 Understands Systems—knows how social, organizational, and technological systems work and operates effectively with them.
- C-16 Monitors and Corrects Performance—distinguishes trends, predicts impacts on system operations, diagnoses systems performance and corrects malfunctions.
- C-17 Improves or Designs Systems—suggests modifications to existing systems and develops new or alternative systems to improve performance.

**TECHNOLOGY—Works with a Variety of Technologies**

- C-18 Selects Technology—chooses procedures, tools, or equipment, including computers and related technologies.
- C-19 Applies Technology to Task—understands overall intent and proper procedures for setup and operation of equipment.
- C-20 Maintains and Troubleshoots Equipment—prevents, identifies, or solves problems with equipment, including computers and other technologies.



I \_\_\_\_\_ have read the South Plains College Student Guide. I understand that I must comply with all areas of the Student Guide as a student in the Applied Rehabilitation Psychology Program and South Plains College.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date