**APPLIED ARTS DIVISION**

**School of Health, Education & Human Services**

**Bachelor of Social Work Program**

**Fall, 2017**





**COURSE OUTLINE**

**SW 390**

**COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE**

**45 HOURS**

# 3 Credit Course

**PREPARED BY: Janice Wiens DATE: July 17, 2017**

**APPLIED ARTS DIVISION**

**SW 390**

**3 Credit Course**

**Bachelor of Social Work**

**Fall Semester, 2017**

**COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE**

**INSTRUCTOR:** Janice Wiens, M.S.W.

**CLASSROOM:** A2605

**TIME:** Thursday and Friday 1:00-4:00pm

**OFFICE HOURS:** Thursday 4:00 – 5:00pm or by appointment

**OFFICE LOCATION:** A2511

**E-MAIL:**  [jwiens@yukoncollege.yk.ca](mailto:jwiens@yukoncollege.yk.ca)

**TELEPHONE:** 668.8846

**COURSE DESCRIPTION**

This course introduces the foundations and development of skills necessary for competent communications in a variety of social work settings. Restricted to Social Work students only.

Note: **Your grade in Social Work 390 is important!**

Social Work 348 Practicum I pre-requisites include Social Work 390, Social Work 346 and 9 other credits of social work.

Social Work 390 and Social Work 346 must have a combined minimum 70% average and you must have an overall GPA of 70% in all Social Work courses to enter your first practicum.

Social Work 448 Practicum II has similar requirements. If you’re uncertain about your academic standing or requirements, please speak with me.

**PREREQUISITES**

Must be Yukon College Bachelor of Social Work student.

**LEARNING OUTCOMES**

Students will become well acquainted with the skills and theories necessary to begin communicating competently in social work practice.

Upon successful completion of the course, studentswill be able to:

1. Explain the main principles of communication theories and apply a specific model to a helping relationship and intervention.
2. Articulate ethical considerations including informed consent and confidentiality and demonstrate ethical practice behaviour.
3. Identify and use structured interview skills and processes necessary for effective social work practice.
4. Consistently demonstrate self-awareness and how you impact others.
5. Give and receive appropriate and effective evaluative feedback for the growth of self and others.
6. Recognize how to use specific attending and influencing communication skills during client interviews, when resolving conflicts and with their colleagues.

**COURSE FORMAT**

The class will meet in-person weekly for a three hour class and a three hour lab. The class will be structured to ensure content is covered, yet allow students to integrate knowledge through guided activities and experiential exercises. Learning occurs through: (1) reading; (2) lectures and discussion (3); example of the skill in action; (4) student practice: (5) critique of performance and development of plans for improvement and regular monitoring of progress.

Students must follow ethical practices and conduct themselves in a respectful manner at all times.

This course can be emotionally challenging and students are encouraged to think about how they might receive additional support beyond that which can be offered within a class setting.

**ASSESSMENTS**

**Attendance & Participation**

This course is based on experiential work, thus your participation and attendance are necessary for your learning but also for the other students. Students who miss more than 2 classes or labs will have 5% of their course mark deducted for *each* missed class/lab.

Students who are persistently tardy, absent or who neglect academic work will be encouraged to withdraw from the course.

Keep a binder and each week include the following documents:

* all interview feedback sheets from class
* your thoughts about your performance during practice
* a weekly concise plan for improvement that focuses on specific skills

**Writing Expectations, Due Dates & Late Penalties**

Competence in writing is expected. Wherever possible, instructors are expected to conduct their courses in such a way as to obtain evidence of student writing skills, in term papers, essays, reports, or other written work, and to demand competence in writing for a passing grade.

* Assignments are to be handed to me during class on their due dates. I will accept an assignment, handed to me directly, until 5:00 PM on the due date, without penalty.
* Assignments submitted after 5:00 PM on the due date will be considered late and penalties will apply. Penalties are applied at a daily rate of 5%. After 5 days it is at my discretion whether or not to accept an assignment.
* Assignments not submitted directly to me can be accepted by the Health, Education & Human Service administration office personnel. Note: the date/time of submission and signature of the HEHS administrator must be obtained.
* I am under no obligation to provide you opportunities to re-do your work after it has been submitted for marking. If you *are* given an opportunity to re-submit an assignment for marking, the highest grade that will be provided is 70%.
* Students are bound by University academic integrity policies. Please review online calendar for further information. <http://www.uregina.ca/gencal/ugcal/attendanceEvaluation/ugcal_77.shtml>.

**EVALUATION**

|  |  |
| --- | --- |
| Baseline Interview | Pass/Fail |
| First Interview | 20% |
| Mid-term Interview | 35% |
| Final Interview | 35% |
| Final Exam | 20% |
| Total | 100% |

**REQUIRED TEXTBOOKS AND MATERIALS**

Ivey, A E., Ivey, M.B., Zalaquett, C. (2014). *Intentional interviewing and counseling. Facilitating client development in a multicultural society.* (Eighth edition.) Belmont, CA: Cengage Learning.

Pleasepurchase **two** SD videocards for recording your interviews. An 8 – 16 GB card should be adequate. Remember to bring this technology with you for each lab! You will need to transfer your recorded interviews to your computer for transcription and analysis.

A small three-ring binder for storing activity and feedback sheets and reflections is also required.

**ACADEMIC AND STUDENT CONDUCT**

**Professional Conduct**

As a BSW student at Yukon College it is expected that your behaviour on and off-campus is reflective of the highest ethical standards befitting someone who wants to become a social worker.

Appropriate conduct covers a wide range of behaviours which will be thoroughly discussed during this course. Please review the Canadian Association of Social Workers Code of Ethics, University of Regina’s Faculty of Social Work information about professional ethics and responsibilities and Yukon College’s Code of Ethics, Harassment policies, and Student Rights and Responsibilities.

The granting of a degree by the University of Regina constitutes acknowledgment that students are deemed qualified and suitable as social work practitioners upon graduation, and that they will conduct themselves in a professional and ethical manner. Unprofessional conduct by students may have direct repercussions for the people social workers serve and the profession of social work, as well as the Faculty of Social Work and the University.

Action may be taken any time a student is suspected of unsatisfactory performance of professional responsibilities…. Students may be required to discontinue from their program for reasons of unsatisfactory professional development. **(University of Regina, Faculty of Social Work, Evaluation of Professional Responsibilities)**

Information on academic standing and student rights and responsibilities can be found in the Academic Regulations of Yukon College and the University of Regina. It is your responsibility as a student to be aware of these expectations.

**PLAGIARISM**

Plagiarism is a serious academic offence. Plagiarism occurs when students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person’s writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College and/or University.

**YUKON FIRST NATIONS CORE COMPETENCY**

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see [www.yukoncollege.yk.ca/yfnccr](http://www.yukoncollege.yk.ca/yfnccr). Note: in the BSW students meet this requirement through a number of courses, ie. History 140, etc.

**ACADEMIC ACCOMMODATION**

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student’s responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or lassist@yukoncollege.yk.ca.