

PSYO 480K: INTRO TO COUNSELING & INTERVIEWING -- COURSE OUTLINE (SEPTEMBER 2019)

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Office Hours: Mondays 1:00 – 3:00 pm; after class; or by appointment

TA: Carley Paterson (cepaters@mail.ubc.ca)

Pre-requisites: You must have completed at least 6 credits of 300-level Psychology (including at least 3 credits in Category 4 (Abnormal/Personality), and have at least 3rd year standing (i.e., you must have completed at least 48 credits).

Please note, ability to register in this course will be determined following an individual interview with the course instructor, Carolyn Szostak. Ability to register is not based purely upon academic history. Given the applied nature of this course, the course is not suitable for everyone.

Course Overview: This course is an introduction to the process of counseling and interviewing. It will provide you with an opportunity to examine and explore theoretical concepts, and gain an understanding of skills that are fundamental to counseling and other helping professions.

Initial sessions will consider general issues related to counseling, including guiding ethical principles. Subsequent sessions will be organized around Egan and Schroeder's helping model (see assigned readings). This model emphasizes both the management of problems and the development of new opportunities. Basic client-centered skills will be introduced and practiced. These include but are not limited to the creation of a safe and trusting environment, development of therapeutic alliance, empathic listening and reflecting. The use of varied forms of questions, different ways of responding, and the use of silence will be discussed critically and practiced.

Learning Outcomes: After completing this course, you will be able to:

- differentiate between direct and indirect approaches to helping;
- understand what makes a counseling-type of interview effective (especially in terms of facilitating motivation and positive growth);
- apply ethical principles to help determine appropriate behavior on the part of the helper/interviewer;
- describe effective communication and interviewing skills;
- plan and conduct a counseling-type of interview;
- critically evaluate a counseling-type of interview;
- communicate more effectively verbally (in formal and less formal settings); and
- communicate your understanding of a client using effective writing skills.

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Required Textbooks and Readings:

Egan, G., & Schroeder, W. (2009). *The skilled helper – A problem management and opportunity-development approach to helping*. (1st Canadian edition). Toronto, ON, Canada: Nelson Education.

Additional articles may be assigned during the semester. References will be posted on the PSYO 480K Canvas website or presented in class.

Class sessions are designed to extend and enrich the material presented in the assigned readings. Given the interactive and applied nature of this course, it is **imperative** that you complete the assigned readings before the scheduled class.

Please be aware that you are responsible for understanding the assigned reading material. If you have any questions about the material, you need to seek out the answers -- by raising your questions in class, seeing me outside of class, doing independent reading, posting your questions on the Discussion forum (see PSYO 480K Canvas website), etc.

Class Format: PSYO 480K is a seminar-type course. In general, the first part of each class will be discussion-based and will focus upon the concepts, skills, and issues addressed in the assigned readings. The latter part of most sessions (i.e., 3rd week of classes to 2nd last class, inclusive) will be more experiential in its orientation. For the purpose of most of these activities, you will be assigned to a fixed group of two to three students.¹ Details of each activity will be provided in class. For each activity, you will take on each of three roles: helper, client, and observer. The class will end with a group discussion of the small group exercises.

It is important to note that some of the skill development exercises will need to be completed (or practiced) outside of class sessions. In such cases, these experiences will be the focus of subsequent class discussions.

Evaluation Criteria: Mastery of course material and your ability to apply your knowledge will be evaluated as follows:

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| • Participation (Discussion of readings) | 10% |
| • Participation (Skill Development) | 5% |
| • Reflective essay/journal | 29% |
| • Interview I | 10% |
| • Interview II | 15% |
| • Interview III | 20% |
| • Transcripts of interviews | 6% (i.e., 2% each) |
| • Peer Review Report II | 5% |

All grades will be assigned in accordance with the system described in Section V (Academic Regulations - Grading Practices) of the 2019-2020 UBCO Calendar (see <http://okanagan.students.ubc.ca/calendar/index.cfm?tree=3,41,90,1014>).

¹ Ideally, each group will consist of three students. However, depending upon the final class size, some groups may only have 2 students.

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Information about the Various Evaluative Components:

Participation (Discussion of Readings): This component of your final grade will reflect your involvement in class discussions of the assigned readings. In determining this mark, I will consider the extent to which your participation demonstrates that you have read the textbook, and that you helped to initiate and contribute to discussions in a *substantive* manner; that is, it's not enough to agree with something and indicate that you've found or experienced the same thing. Inconsistent attendance (including arriving late and/or departing early) will have a negative impact on this component of your grade. In this regard, 2 (of the 10) points will reflect your attendance.

Participation (skill development): Your performance in the skill development exercises will reflect the TA's and my observations of these activities, discussions that the TA or I have with you and/or your group, and your responsiveness to the feedback and suggestions that we offer you. On occasion, you will be asked to submit a brief commentary about these activities that will also help to inform this component of your grade. Your participation in the class discussion of the skill development exercises (i.e., last 15 minutes of the class) will also inform this participation mark.

Reflective essay/journal: This assignment is described in a separate handout. Briefly, completing this assignment entails reflecting critically upon your thoughts, reactions, and personal experiences as they relate to various aspects of the course material (e.g., key concepts, specific skills, etc.). That is, each of five thematic entries (and their associated follow-up sub-entries) will provide a venue for you to consider critically the connections between the "academic" (e.g., theoretical concepts and models, research evidence.), the "practical" (e.g., use of skills in an interview), and the "personal" (e.g., your beliefs, experiences, reactions, struggles and challenges). This assignment will help you to track the gains you make during the semester -- both in terms of understanding key concepts and the development of various communication skills. You will need to submit the work that you have completed on your journal at two intermediate time points in the semester to ensure that you are working on this assignment.

Interview Assignments (3): Details about these assignments are provided in a separate handout and will be discussed in class. Briefly, however, over the course of the semester, you will conduct three counseling-type interviews wherein you will focus upon trying to gain an understanding of what the "client" wants to change and, perhaps, assist the person to explore possible strategies for change. The specific length of the interview will vary. You will need to video-record each interview and submit a copy of each interview to me. You will also need to write a brief paper (5-8 pages (double-spaced with 1.5" margins; excluding references) for each interview wherein you critically evaluate the interview. Briefly, this includes identifying the skills that you used, consideration of the extent to which these skills were used appropriately and effectively, what you wished that you had done differently, and what you can do to improve your interviewing skills.

Peer-review Report (Interview II): You will work collaboratively with your 480K partners to provide peer feedback to each other in regards to the second interview. The primary purpose of this exercise is for you to help each other become a better interviewer. You will need to arrange a time to meet with your partners to review, together, each of your interviews. I recommend that each of you watch the interviews on your own in advance of the meeting. After viewing and discussing the interviews -- considering the strengths of the interviews and what could be done to improve the interviews -- you will write a brief collaborative report (max. 6 pages, double-

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spaced with 1.5" margins) about the process and what was gained from it. For additional information about these assignments, please see the "Interview Assignment" handout.

Class Etiquette:

While it is not mandatory that you attend all classes, it is strongly encouraged!!! Irregular attendance will be associated with poorer performance on most of the evaluative components.

The class is designed to be interactive. As indicated previously, many of the sessions will involve working in triads that will be established early in the semester. Accordingly, if you know that you are unable to attend a class, your group may be affected. If you know that you are going to miss a class, please inform your class partner(s) and me (carolyn.szostak@ubc.ca) as soon as possible.

Be aware that when you attend class, you are expected to be an active participant. That is, your attention should be focused upon the class discussions. There is not much room for hiding in this class! Please turn off your cell phone before coming to class. Do **not** text message (receive or send) while you are in class. As well, if you use a laptop computer (or related electronic device), please ensure that you use it exclusively for class purposes.

It is my hope that students will feel free to ask questions and offer comments concerning the material that I present in class. Please be aware that I may, at times, have to limit discussion. If you have unanswered questions or would like to pursue a specific line of discussion, please see me after class, send me an email, etc.

Finally, everyone will be asked to share their course-related experiences and perceptions (e.g., class assignments, practice interviews, etc.) with the class. This will include everyone's successes and struggles. To promote a supportive and safe environment, it is important that all personal disclosures are treated with respect and considered as private communications. You will be asked to sign a Class Conduct & Confidentiality Agreement.

Syllabus and Assigned Readings From the Textbook:

Note: this syllabus is tentative and subject to modification. Additional readings may be assigned.

Unit I: Laying the Groundwork (Chapters 1 - 3)

September 10: Course Overview; Chapter 1

September 17: Chapters 2 and 3
We will spend the first hour (approximately) discussing Chapter 2. The rest of the class will focus upon Chapter 3.

Unit II: The Therapeutic Dialogue – Fundamental Skills (Chapters 4 – 6)

September 24: Chapter 4 (Active Listening) (Triad activities begin)
(assignment of initial triad partners)

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- October 1: Chapter 5 (Conveying your Understanding)
- October 8: Chapter 6 (Helping the dialogue to go further: The art of probing)
- October 15: Chapters 4, 5, & 6: Review – seeing how the pieces fit together
(*new triad assignments; 5-week triad exercise begins*)

Unit III: The Stages and Tasks of the Helping Model (Chapters 10-13)

- October 22: Chapters 10 (Stage I) and 11 (Introduction to Stages II and III)
- October 29: Chapters 12 (Stage II of the helping model)
- November 5: Chapter 13 (Stage III of the helping model)
- November 12: No class – Study Break

Unit IV: The Therapeutic Dialogue, cont. (Chapters 7 – 9)

- November 19: Chapter 7 (Helping clients to challenge themselves) and Chapter 8
(Therapeutic challenges: Knowing how and when to use them)
(*last triad session*).
- November 26: Chapter 9 (The 3 R's: Reluctance, resistance, and resilience)
A final class discussion: Wrapping up 480K

*Note: Interview III papers and Reflective Journals are due after the last day of class:
Journal: Monday, December 2nd, 4:30 pm (this is because you must write a final summary entry
following our last class (November 26th)
Interview III: Wednesday, December 4th, 4:30 pm*

If you would like to meet with me for a final debriefing meeting in December, you are encouraged to submit these assignments earlier.

Pertinent UBCO Policies and Services:

Academic Integrity: The academic enterprise is founded on honesty, civility, and integrity. As members of this enterprise, all students are expected to know, understand, and follow the codes of conduct regarding academic integrity. At the most basic level, this means submitting only original work done by you and acknowledging all sources of information or ideas and attributing them to others as required. This also means you should not cheat, copy, or mislead others about what is your work. Violations of academic integrity (i.e., misconduct) lead to the breakdown of the academic enterprise, and therefore serious consequences arise and harsh sanctions are imposed. For example, incidences of plagiarism or cheating may result in a mark of zero on the assignment or exam and more serious consequences may apply if the matter is referred to the President's Advisory

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Committee on Student Discipline. Careful records are kept in order to monitor and prevent recurrences.

A more detailed description of academic integrity, including the University's policies and procedures, may be found in the *UBCO Academic Calendar* at <http://okanagan.students.ubc.ca/calendar/index.cfm?tree=3,54,111,0>.

UBC Okanagan Disability Resource Centre: The Disability Resource Centre ensures educational equity for students with disabilities, injuries or illness. If you are disabled, have an injury or illness and require academic accommodations to meet the course objectives, please contact Earlene Roberts, the Diversity Advisor for the Disability Resource Centre located in Commons Corner in the University Centre building (UNC 227).

UNC 227A 250.807.9263

email earlene.roberts@ubc.ca

Web: www.ubc.ca/okanagan/students/drc

UBC Okanagan Ombuds Office: The Ombuds Office offers independent, impartial, and confidential support to students in navigating UBC policies, processes, and resources, as well as guidance in resolving concerns related to fairness.

UNC 227B 250.807.9818

email: ombuds.office.ok@ubc.ca

Web: <http://ombudsoffice.ubc.ca/ubc-okanagan-2/>

UBC Okanagan Equity and Inclusion Office: UBC Okanagan is a place where every student, staff and faculty member should be able to study and work in an environment that is free from discrimination and harassment. UBC prohibits discrimination and harassment on the basis of the following grounds: age, ancestry, colour, family status, marital status, physical or mental disability, place of origin, political belief, race, religion, sex, sexual orientation or unrelated criminal conviction. If you require assistance related to an issue of equity, discrimination or harassment, please contact the Equity and Inclusion Office.

UNC 227C 250.807.9291

email: equity.ubco@ubc.ca

Web: www.ubc.ca/okanagan/equity

SAFEWALK

Don't want to walk alone at night? Not too sure how to get somewhere on campus? Call Safewalk at 250-807-8076. For more information, see:

<http://www.ubc.ca/okanagan/students/campuslife/safewalk.html>

Sexual Violence Prevention and Response Office (SVPRO): A safe and confidential place for UBC students, staff and faculty who have experienced sexual violence regardless of when or where it took place. Just want to talk? We are here to listen and help you explore your options. We can help you find a safe place to stay, explain your reporting options (UBC or police), accompany you to the hospital, or support you with academic accommodations. You have the right to choose what happens next. We support your decision, whatever you decide.

Visit <https://svpro.ok.ubc.ca> or call us at 250.807.9640

Independent Investigations Office (IIO): If you or someone you know has experienced sexual assault or some other form of sexual misconduct by a UBC community member and you want the Independent Investigations Office (IIO) at UBC to investigate, please contact the IIO. Investigations are conducted in a trauma informed, confidential and respectful manner in accordance with the principles of procedural fairness.

You can report your experience directly to the IIO via email: director.of.investigations@ubc.ca or by calling 604.827.2060 or online by visiting <https://investigationsoffice.ubc.ca>