

GRANDE PRAIRIE REGIONAL COLLEGE
REHABILITATION SERVICES DIPLOMA PROGRAM

RP2303 HELPING: THEORY & SKILLS

FALL 1992 - SEPTEMBER 2, 1992 TO DECEMBER 7, 1992

Class Times: September 2 - October 30
Monday 1:00 p.m. - 2:50 p.m.
Wednesday 8:30 a.m. - 10:20 a.m.

November 2 - December 7
Monday 8:00 a.m. - 9:50 a.m.

Instructor: Betty Barton

Office Hours: Mondays, Tuesday, & Wednesdays
3:00 p.m. - 4:00 p.m. Room H229

Phone: 539-2892 (office)
539-6337 (home)

Prerequisites: RP1206 Practicum II

DESCRIPTION:

This course examines the role of a paraprofessional in helping relationships. Helping skills including interviewing, listening, questioning and influencing are covered. The emphasis is on the facilitation of growth and change of the individual being helped.

REQUIRED TEXTBOOKS:

Adler, R. & Towne, N. Looking Out Looking In, 6th Edition, Holt, Rinehart and Winston, Inc., 1990. Chapter 7.

Ivey, A.C. Intentional Interviewing and Counselling, 2nd Edition, Brooks/Cole Publishing Co., Pacific Grove, California, 1988.

COURSE OBJECTIVES

On completion of this course, the student will be able to:

1. Define and discuss the role of a helper in a formal or informal interpersonal relationship.
2. Define and discuss the microskills model for intentional interviewing.
3. Identify several types of non-listening and common reasons for non-attending behavior.
4. Identify and practise active listening skills including prompting, questioning, paraphrasing, empathizing and summarizing.
5. Identify and discuss the five stages of a structured interview.
6. Understand and practise a positive asset search.
7. Apply attending and listening skills in a structured interview situation.
8. Identify and discuss the aspects of focusing in a helping situation.
9. Identify and discuss seven influencing skills and strategies and the appropriate application of each.
10. Conduct a structured helping interview incorporating listening focusing, and influencing skills in a manner that will facilitate growth/change in the individual.

EVALUATION

Listening Interview	20
Final Interview	30
Mid-term Exam	15
Final Exam	25
Participation	<u>10</u>
	100

COURSE CONTENT

- I. **Concepts of Helping**
 - A. **What is helping?**
 - B. **When and where does helping happen?**
 - C. **Why does helping happen?**
 - D. **Characteristics of the helper and helpee.**

- II. **The Microskills Model**
 - Guidelines for giving feedback

- III. **Attending Skills**
 - A. **Respect of cultural differences**
 - B. **Non-verbal behavior**

- IV. **Listening Skills**
 - A. **Non-listening**
 1. **types of non-listening**
 2. **Why we don't listen**

 - B. **Questioning**
 1. **open questions**
 2. **closed questions**
 3. **use of questions**
 4. **focusing**

 - C. **Paraphrasing**
 1. **reflection of meaning**
 2. **reflection of feeling**

 - D. **Encouraging**

 - E. **Summarizing**

- V. **Structuring an Interview**
 - A. **Basic listening sequence**

 - B. **Positive asset search**

- C. Stages of an interview
 1. rapport and structuring
 2. gathering information/defining the problem
 3. determining outcomes
 4. exploring alternatives
 5. transfer of learning

VI. Influencing Skills

- A. Directives
- B. Logical Consequences
- C. Self disclosure
- D. Feedback
- E. Reforming/Analyzing
- F. Influencing summary
- G. Information/advice/opinion/suggestion