

**GRANDE PRAIRIE REGIONAL COLLEGE  
DEPARTMENT OF COMMUNITY REHABILITATION  
RP2303 HELPING: THEORY AND SKILLS**

**FALL 1999**                      **September 8 to December 10, 1999**

**CREDITS:**                      3(45 hrs)

**LOCATION:**                      E311

**TIMES:**                        Tuesdays and Thursdays  
8:30 – 9:50 a.m.

**INSTRUCTOR:**                Betty Barton  
**Office:**                        Room H229  
**Phone:**                        539-2892  
**Office Hours:**                Mondays, 9:00 a.m. – noon  
Or by appointment or drop in

**PREREQUISITES**

RP1107, RP1203, RP1206 (or permission of instructor)

**COURSE DESCRIPTION:**

This course explores the role of the human services worker in helping relationships. Emphasis is on facilitating growth and change in the individual being helped. To that end, interviewing, active listening and influencing skills are developed.

**CLASS FORMAT:**

The development of these skills requires application and practice. Classes will be highly participatory. Though there will be some lecture, emphasis will be on group exercises and role-play practice of the required skills.

### **COURSE OBJECTIVES:**

1. Define and discuss the role of a helper in formal and interpersonal relationships.
2. Describe and apply listening behaviors.
3. Demonstrate observation skills relevant to interviewing.
4. Identify and apply active listening skills including questioning, encouraging, paraphrasing, reflecting feelings, summarizing and empathizing.
5. Identify and apply the stages of a structured interview.
6. Describe and apply a positive asset search.
7. Identify, discuss and practice the use of confrontation in a helping interview.
8. Identify, discuss and practice the exploration of the client's story.
9. Identify, discuss and practice the reflection of meaning.
10. Identify, discuss and practice seven influencing skills and strategies and their appropriate applications.
11. Assess the developmental orientation of an individual in a helping situation and apply an appropriate helping style.
12. Conduct a structured helping interview incorporating listening, focussing, and influencing skills in a manner that will facilitate growth / change in the individual.

### **REQUIRED TEXTS:**

Ivey, A.C. and Ivey, M.B. (1999) Intentional Interviewing & Counseling: Facilitating Client Development in a Multicultural Society, 4<sup>th</sup> ed. Toronto, Ont., Brooks/Cole Publishing.

Wood, J., Sept, R., Duncan, J. (1998) Everyday Encounters: An introduction to interpersonal communication, 1<sup>st</sup> Canadian Edition, Scarborough, Ontario, ITP Nelson. Chapter 6

Students will require a blank audio tape for practice and a blank video tape for recording assignments.

### STUDENT EVALUATION:

1.	Journal of Exercises and Self Assessments	40%
2.	Interviews	
	A. Listening Interview	20%
	B. Final Interview	30%
3.	Participation	10%
	TOTAL	100%

### STUDENT SUPPORT

The Writing Centre is available to assist students with written assignments. It is located in room A208.

N.Q.A. coupons will be distributed early in the semester. These coupons may be used for a one-class extension on assignments. Unused coupons may be redeemed at the end of the semester for a 1% bonus on the final grades.

### GRADES:

9	90-100%	8	80-89%
7	72-79%	6	65-71%
5	57-64%	4	50-56%
3	45-49%	2	26-44%
	1	0-25%	

In order to obtain credit for this course, students must achieve a minimum of 65% or a 6.

### RULES AND REGULATIONS

1. Assignments must be submitted on or before the date they are due. Late assignments will be penalized at a rate of 5% or half a standing per day. For instance, an assignment given a grade of 75% would be awarded 70% one day past the deadline, 65% two days past the deadline, and so on.

2. N.Q.A. Coupons. Each student will be provided with a "No Questions Asked" coupons worth a five days of class extensions. Students are advised to use these coupons wisely. Other requests for extensions will NOT be considered.
3. Attendance is not compulsory, however, students are strongly advised to attend regularly. Most classes will be participatory providing opportunities to practice the required skills. An attendance record will be kept and students will be held accountable for missed content and in-class announcements. Students absent when class decisions are made are expected to abide by those decisions. Attendance will be reflected in participation grades.