

OCT. 02 2002

**GRANDE PRAIRIE REGIONAL COLLEGE
DEPARTMENT OF COMMUNITY REHABILITATION
"MAKING A DIFFERENCE"**

**RP2303 HELPING THEORY AND SKILL:
A Multicultural Perspective**

FALL 2002: September 9 - December 4

CREDITS: 3 (45 hrs)

LOCATION: B304

TIMES: Mondays and Wednesdays
1:00 - 2:20

INSTRUCTOR: Marsha C. Zalik, B.A., M.Ed.

Office: H230
Phone: 539-2894
E-mail: mzalik@gprc.ab.ca
Office hours: Mondays: 10:00 - 12:00
2:30 - 4:00
Wednesdays: 2:30 - 4:00

Students should feel welcome to drop in or make appointments at their convenience.

PREREQUISITES: RP1203, RP1206 (or permission of instructor)

COURSE DESCRIPTION:

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

CLASS FORMAT:

Development of helping skills requires understanding, application, and practice. Classes will, therefore, be highly participatory. Though there will be some lecture, emphasis will be on group exercises and role-play of helping skills.

REQUIRED TEXT:

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

Students will also require a blank VHS videotape for recording assignment.

COURSE OBJECTIVES

1. Define and discuss the role of "Helper" in formal and interpersonal relationships.
2. Describe and apply active listening skills.
3. Demonstrate observation skills relevant to interviewing.
4. Identify and apply active listening skills including questioning, encouraging, paraphrasing, reflecting feelings, empathizing, and summarizing.
5. Evaluate your use of selective attention and its effects on the interviewee's behaviour.
6. Identify and apply the stages of a structured interview.
7. Describe and apply a positive asset search.
8. Identify, discuss and practice the use of confrontation in a helping interview.
9. Identify, discuss and practice the exploration of the interviewee's story.
10. Identify, discuss and practice influencing skills and strategies and their appropriate uses.
11. Conduct a structures helping interview incorporating listening, focusing, and influencing skills such that growth/change is facilitated.

STUDENT EVALUATION

1. Journal of Exercises and Self-Assessments 30%
2. Interviews
 - A. Listening Interview 15%
 - B. Final Interview 25%
3. Participation 30%