

Syllabus

SCHOOL OF HEALTH AND SOCIAL SCIENCES
PSY 421: Interviewing and Counseling Skills

5 Credits
Effective: Winter 2012/2013

Access to the Internet is required.
All written assignments must be in Microsoft-Word-compatible formats.
See the library's APA Style Guide tutorial for a list of resources that can help you use APA style.

FACULTY

Faculty Name: FACULTY NAME

Contact Information: CONTACT INFORMATION

[INSTRUCTOR MAY INSERT PERSONAL MESSAGE IF DESIRED]

COURSE DESCRIPTION

Through lecture and experiential learning, students will study and practice skills of effective communication. Each student will do an analysis of his or her personal communication style, taking into consideration the implications of gender, race, and culture. Special emphasis will be placed on the communication skills needed by the human services and behavioral science professional.

COURSE RESOURCES

Required and recommended resources to complete coursework and assignments are found on the course [Reading List](#). The reading list can be found under Course Information in Blackboard as well as from the library homepage.

Note: Required resources that must be purchased by the student are tagged “Purchase from a vendor of your choosing.” Required resources with a direct link, “Available through CityU Library”, are available at no cost to students.

Students in Canada will see required resources they need to purchase tagged “Purchase from the Canadian Bookstore.” Students outside the U.S. and Canada should contact their advisor or textbook coordinator for additional information.

COURSE OUTCOMES

In this course, learners:

- Demonstrate the skills of active listening
- Identify personal communication styles and related defense mechanisms
- Evaluate an interview and assess personal strengths and areas for growth
- Analyze the impact of gender, age, race, and ethnicity on interpersonal communication
- Build basic self-awareness and understand personal tendencies as both the “listener” and the “speaker” in the communication process
- Illustrate the role of interpersonal skills in all the helping professions

OVERVIEW OF COURSE GRADING

The grades earned for the course will be derived using City University of Seattle's decimal grading system, based on the following:

<i>Overview of Required Assignments</i>	<i>% of Final Grade</i>
Course activities	20%
Quizzes	20%
Skill Practice Dyad and Video Project	20%
Concept Application Paper: Special Populations	20%
Synthesis Paper	20%
TOTAL	100%

SPECIFICS OF COURSE ASSIGNMENTS

The instructor will provide grading rubrics with more detail as to how this assignment will be graded.

Course activities

Class participation through discussion activities is an integral part of this course. To provide a structure for balanced participation and allow students to maximize the benefit of the discussion activities, it is required to follow these guidelines: 1) Post responses to discussion questions in the first three days of the school week (Monday through Wednesday in online classes; various days in mixed-mode classes); 2) Post at least four or more thoughtful and topic-relevant comments to responses made by classmates over at least three different days of the school week; 3) Respond to any questions that the instructor has regarding students' original post by the end of the school week.

<i>Components</i>	<i>% of Grade</i>
Quantity of responses	15%
Timeliness of responses	15%
Quality of responses	70%
TOTAL	100%

Quizzes

Students will take weekly equally weighted online multiple choice quizzes to reinforce the course materials. The quizzes will test students' ability to utilize course concepts and terminology. All quizzes are closed books and notes.

<i>Components</i>	<i>% of Grade</i>
TOTAL	100%

Skill Practice Dyad and Video Project

Students will perform and record four 10- to 15-minute long interviews in which they play the role of an interviewer and their volunteer plays the role of an interviewee. After each "session," students will

debrief with their volunteer and ask for feedback about his or her experience. The debrief should be no more than 5 minutes long. The debrief can be included at the end of the interview video or as its own video and submitted with practice video.

NOTE: Videos exceeding recording length of 20 minutes will not be accepted, without prior instructor approval. Therefore, it is recommended students closely monitor the recording time.

Due to the variety of standards for recording video content, City University cannot support every format available on the market. Videos should be recorded and saved in common formats only, such as MPEG or WMV. All video recordings submitted to City University faculty must be submitted using Dropbox.

For more information, go to <https://www.dropbox.com>.

Students are required to keep notes of each session and the feedback received. Those notes will assist students with the Synthesis Paper (described below) due at the end of the quarter and should be turned in to the instructor along with the paper.

<i>Components</i>	<i>% of Grade</i>
TOTAL	100%

Concept Application Paper: Special Populations

Students will prepare a six- to seven-page, double-spaced paper discussing interviewing considerations of special populations, such as children, adolescents, elderly people, etc. In their papers, students should: clearly and thoroughly define their target population; identify considerations that may influence the interview approach, method, or effectiveness; discuss culturally-sensitive approaches for working with the population; and combine their own thoughtful analysis with ideas and information found in other sources. Therefore, as in any scholarly writing, students should not merely copy information from another author but use evidence to support the contentions they have drawn from their findings and critically analyze related literature - this paper has to be an analytical paper, not a summary of readings. This paper must meet APA requirements of format and style. Students must cite the sources of all ideas, facts, and information used that are not their own, even if they have put the information into their own words. Failure to do so is plagiarism, even if the oversight is unintentional.

<i>Components</i>	<i>% of Grade</i>
Organization and coherence	20%
Evidence and support	30%
Analysis and use of course concepts	0%
Style and mechanics	20%
TOTAL	100%

Synthesis Paper

Students will prepare a seven- to eight-page, double-spaced paper reflecting on their total experience with the practice dyads, skills they have learned, their learning process, and any changes in their self-awareness. In their papers, students should provide a clear overview of their experiences as an interviewer in the four skills practice dyads, identify personal tendencies or vulnerabilities in the role of a listener, discuss how the student incorporated feedback from the interviewee(s) and instructor, and combine their own thoughtful analysis with the concepts, ideas, and information found in three credible, peer-reviewed sources. Therefore, as in any scholarly writing, students should not merely copy information from another author, but use evidence to support the contentions they have drawn from their findings and critically

analyze related literature - this paper has to be an analytical paper, not a summary of readings. This paper must meet APA requirements of format and style. Students must cite the sources of all ideas, facts, and information used that are not their own, even if they have put the information into their own words. Failure to do so is plagiarism, even if the oversight is unintentional.

<i>Components</i>	<i>% of Grade</i>
Organization and coherence	20%
Evidence and support	30%
Analysis and use of course concepts	30%
Style and mechanics	20%
TOTAL	100%

COURSE POLICIES

Late Assignments

LATE ASSIGNMENT

Participation

PARTICIPATION

Professional Writing

Assignments require error-free writing that uses standard English conventions and logical flow of organization to address topics clearly, completely, and concisely. CityU requires the use of APA style.

UNIVERSITY POLICIES

You are responsible for understanding and adhering to all of City University of Seattle's academic policies. The most current versions of these policies can be found in the [University Catalog](#) that is linked from the CityU Web site.

Antidiscrimination

City University of Seattle and its staff and faculty are committed to supporting our students. We value equity, diversity, and inclusion as a way of life as well as the educational opportunities it provides. City U will not tolerate any form of discrimination based on race, color, ethnicity, sexual orientation, gender identification, socioeconomic status, or religious values. If you have experienced any discrimination based on any of the above, we encourage you to report this to the University. Please report this to your instructor. If you do not feel safe reporting this to your instructor, please report to Dr. Scott Carnz, Provost or to the Vice President of Student Affairs, Melissa Mecham.

Non-Discrimination & Prohibition of Sexual Misconduct

City University of Seattle adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. The University is committed to ensuring that the education environment is bounded by standards of mutual respect and safety and is free from discriminatory practices.

In the U.S., the University is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of sex/gender. Sex include sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by City University of Seattle policy. City University of Seattle also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Questions regarding Title IX, including its application and/or concerns about noncompliance, should be directed to the Title IX Coordinator. For a complete copy of the policy or for more information, visit <https://my.cityu.edu/titleix> or contact the Title IX Coordinator.

In Canada, in compliance with the British Columbia Human Rights Code, the Alberta Human Rights Act, WorksafeBC, and the Workers' Compensation Board of Alberta, the University believes that its environment should at all times be supportive and respectful of the dignity and self-esteem of individuals. Discrimination, harassment and bullying conduct, whether through person to person behaviour or via electronic communications such as email or social media is not acceptable and will not be tolerated. As an educational institution, it is our responsibility to cultivate an environment of excellence, equity, mutual respect and to recognize the value and potential of every individual. The University will take all necessary steps to meet or exceed the requirements of the law to prevent discrimination, harassment and bullying. The Respectful Workplace Policy for the prevention of discrimination, harassment and bullying policy and procedure can be found at <https://www.cityu.edu/discover-cityu/about-cityu/> under the Policies section or at <https://www.cityuniversity.ca/about/>.

Religious Accommodations

City University of Seattle has a policy for accommodation of student absences or significant hardship due to reasons of faith or conscience, or for organized religious activities. The University's policy, including more information about how to request an accommodation, is available in the University Catalog and on the my.cityu.edu student portal. Accommodations must be requested by the 20% mark of this course (e.g. day 14 of a ten-week course, day 7 of a 5-week course) using the Religious Accommodations Request Form found on the student dashboard in the my.cityu.edu student portal.

Academic Integrity

Academic integrity in students requires the pursuit of scholarly activity that is free from fraud, deception and unauthorized collaboration with other individuals. Students are responsible for understanding CityU's policy on academic integrity and adhering to its standards in meeting all course requirements. A complete copy of this policy can be found in the University Catalog in the section titled [Academic Integrity Policy](#) under Student Rights & Responsibilities.

Attendance

Students taking courses in any format at the University are expected to be diligent in their studies and to attend class regularly. Regular class attendance is important in achieving learning outcomes in the course and may be a valid consideration in determining the final grade. For classes where a physical presence is required, a student has attended if they are present at any time during the class session. For online classes, a student has attended if they have posted or submitted an

assignment. A complete copy of this policy can be found in the [University Catalog](#) in the section titled Attendance under Student Rights & Responsibilities.

Final Assignments Due Date

Final assignments for each class at CityU must be due on or before the final date of the course as indicated in the university's course information system. Due dates that extend beyond the final date of the course may negatively impact tuition funding for students.

SUPPORT SERVICES

Disability Services Accommodations Statement

Students with documented disability who wish to request academic accommodations are encouraged to contact Disability Support Services to discuss accommodation requests and eligibility requirements. Please contact Disability Support Services at disability@cityu.edu or 206.2369.4752 or visit the [Disability Support Services](#) page in the my.cityu.edu portal. Confidentiality will be observed in all inquiries. Once approved, information about academic accommodations will be shared with your course instructors.

Library Services

CityU librarians are available to help students find the resources and information they need to succeed in this course. Contact a CityU librarian through the [Ask a Librarian](#) service, or access [library resources and services](#) online, 24 hours a day, seven days a week.

Smarthinking Tutoring CityU students have 24/7 access to free online tutoring offered through Smarthinking, including writing support, from certified tutors. Contact CityU's Student Support Center at mycityusupport@cityu.edu to request a username and password.