

## Saint Leo University

### PSY331

#### Interviewing and Counseling Skills

**Course Description:** This course provides students with a basic framework of skills in the area of interpersonal communication for use in clinical settings and in a wide spectrum of human service settings.

**Prerequisite:** PSY 121 and junior standing or permission of instructor.

**Textbook:** Ivey, A. E., Ivey, M. B. and Zalaquett, C. P. (2018). *Intentional interviewing & counseling: Facilitating client development in a multicultural society* (9th Ed.). MindTap Counseling, 1term (6 months) Printed Access Card Belmont, CA: Cengage Learning. ISBN-10: 0-49560123-3. ISBN-13: 978-1-33749698-8

#### Course Objectives:

As a result of this course, students will:

1. Demonstrate basic listening and observational skills through in and out of class practice.
2. Increase self-awareness and how statements can affect others.
3. Explain the ingredients of an effective helping relationship.
4. Identify the basic steps in the treatment planning and client goal setting processes.
5. Strengthen skills in giving and receiving feedback through role-play and video feedback.

#### Saint Leo University Core Value:

The Mission Statement and Core Values of Saint Leo University are fundamental to all courses. The Psychology faculty have identified **Respect** and **Personal Development** as the values to be emphasized in this course. Discussing Personal Development will take many forms in this course from classroom activities that allow you to learn about yourself to interaction with other students to watching videos or movies that force you to confront personal opinions and biases. Respect can be explored in this course by examining the inherent differences among races, ethnicities, genders, geographical locales, and so on. You should develop an appreciation of and respect for cultures other than your own, and such discussions of multicultural or diversity issues will be explored in the context of the Respect Core Value.

#### Evaluation:

Course grades will be based on the following:

Assignment	% of final grade
Discussions (8)	20
Mini Session assignment	10
Support Group meetings (2)	20
Structured Session assignment	20
Midterm exam	10
Final exam	20
<b>Total</b>	<b>100%</b>

#### Grade Score (%)

A	94-100%
A-	90-93%
B+	87-89%
B	84-86%
B-	80-83%
C+	77-79%

C	74-76%
C-	70-73%
D+	67-69%
D	60-66%
F	<60%

### **Assignments:**

**Discussions** – Students will participate in weekly discussions pertaining to the topics covered throughout the course. Each student is required to post an initial response to the discussion question and substantial responses to at least two classmates.

**Support Group Meetings** – Each student is required to attend 2 support group meetings and submit a brief paper providing an overview as well as a personal reaction.

**Mini Session Assignment** – Each student is required to conduct and record a mini counseling session. The assignment requires submission of an audio or video recording, a transcript of the session, and completion of a self-evaluation questionnaire.

**Structured Session Assignment** – Each student is required to conduct and record a structured counseling session. The assignment requires submission of an audio or video recording, a transcript of the session, and completion of a self-evaluation questionnaire.

**Midterm Exam** – The midterm examination will be a short open-book/open notes objective test consisting of multiple choice, true-false, and matching questions.

**Final Exam:** The final examination will be a combination of short answer, case studies, and short essay questions. Students will be required to view the movie *Good Will Hunting* prior to taking the final exam.

Additional details for all assignments are in the course.

### **Late Policy:**

All work must be submitted on time. Exceptions must be documented and acceptance is at the discretion of the faculty member.

### **Attendance Policy:**

Students are expected to view the course modules in the week they are offered, and to log on to the course often enough to remain abreast of any communications from the instructor. It is the student's responsibility to be aware of what is happening in the class online.

### **Students with Disabilities:**

Students with documented disabilities who may need academic accommodation(s) should contact the Americans with Disabilities Act office at: [adaoffice@saintleo.edu](mailto:adaoffice@saintleo.edu) for assistance.

### **Academic Honesty:**

The Academic Honor code is published in its entirety in the Saint Leo University Catalog. The first paragraph is quoted below:

*As members of an academic community that places a high value on truth and the pursuit of knowledge, Saint Leo University students are expected to be honest in every phase of their academic life and present as their own work only that which is genuinely theirs. Unless otherwise specified by the professor, students must complete homework assignments by themselves (or if on a team assignment, with only their team members). If they receive outside assistance of any kind, they are expected to cite the source*

and indicate the extent of the assistance. Each student has the responsibility to maintain the highest standards of academic integrity and to refrain from cheating, plagiarism, or any other forms of academic dishonesty.

### **Cannon Memorial Library Resources for Online Learning Courses:**

#### **Cannon Memorial Library**

Librarians are available during reference hours to assist you. To contact the librarian on duty, please call 1.800.359.5945 or email [reference.desk@saintleo.edu](mailto:reference.desk@saintleo.edu).

#### **Reference Hours\*\***

Monday to Thursday	9 AM—10 PM
Friday	9 AM—5 PM
Saturday/Sunday	10 AM—6 PM

\*\*Subject to change. Check the [calendar](#) for current information.

#### **Web Address (URL)**

<http://www.saintleo.edu/library>

#### **Online Catalog “LeoCat” (All Books, eBooks, and Media)**

Click on [Library Catalog \(LeoCat\)](#) on the Cannon Memorial Library [homepage](#). SLU students, faculty and staff may borrow books from Cannon Memorial Library. Books you can check-out have Location=*Cannon Library, Second Floor* and Status=*Available*. Use the [Interlibrary Loan and Document Delivery](#) link on the library’s website to place your request.

#### **Online Library Resources (Articles and eBooks)**

Saint Leo provides an array of online article databases and eBook collections that support your classes. Use the [Online Library Resources](#) link on the Cannon Memorial Library [homepage](#) to access the online resources.

- CQ Researcher..... (In-depth topical analysis by Congressional Quarterly)
- Dissertations and Theses..... (A database of published Dissertations and Theses, including those from Saint Leo University)
- EBSCO ..... (Comprehensive all-subject database, includes Business Source Premier, Academic Source Premier, ERIC, ATLA)
- LexisNexis..... (Comprehensive all-subject resource, includes newspapers)
- Literature Resource Center..... (Comprehensive source for literary topics, includes Twayne Authors)
- Newsbank: America’s Newspapers.... (625 U.S. newspapers)
- ProQuest..... (Comprehensive all-subject database, includes ABI/Inform Global)
- PsycINFO..... (APA abstracts and indexing for psychology subjects)
- Westlaw..... (Comprehensive legal resource)
- Wilson..... (Includes Education, Science, Humanities, & Business indexes)

#### **Supplemental Library Resources**

Saint Leo encourages students to obtain a public library borrowing card at their earliest convenience. Many state libraries grant public library cardholders free remote access to multiple online databases containing full-text articles. For further information, contact your local public library. To find updated links to all state libraries, as well as public libraries, law libraries, and college libraries in your area, go to <http://www.publiclibraries.com/>.

#### **Library Tutorial**

The University strongly encourages all students to review the instructional tools on the library's [Help!](#) link. By learning to become more proficient researchers, students will also enhance their academic success. Please review the [library tutorial](#) and complete the online test which will prepare you for utilizing the library's resources and services. A score of 70 or higher is necessary to pass. Please allow yourself 15-20 minutes to take the test.

**Additional Services:**

Technical questions concerning the course should be addressed to the eCollege Help Desk, by clicking the Help button in the upper right corner of the Start Here page. Then select Help Desk from the left-hand navigation tree in the Help Pages window, to access the email form. Or, phone the eCollege Help Desk at 866-501-1636.

**Module****1****Introduction to Counseling, Basic Listening Skills, Attending Skills and Observational Skills****Outcomes:****After completing this module the student will be able to:**

- Increase self-awareness concerning the helping profession
- Describe characteristics of good listening
- Identify and increase awareness of the 4 aspects of attending
- Compare and contrast the 4 types of communication and give examples of each
- Explain the importance of observation skills

**Assignments:**

<b>Assignments</b>	<b>Due No Later Than</b>
Post introduction to the class	Thursday 11:59 PM EST/EDT
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Review Support Group assignment	Due in Modules 3 and 7
Review Mini Session assignment	Due in Module 4
Review Structured Session assignment	Due in Module 6

**Module 2****Ethical Issues and Multicultural Competence****Outcomes:****After completing this module the student will be able to:**

- Recognize and be able to apply ethical principles in counseling
- Examine self in relation to multicultural and ethical issues in counseling
- Appreciate the importance of multicultural competence and develop awareness of multiple cultural identities in clients
- Distinguish important actions to take when dealing with someone who is suicidal
- Define wellness and Positive Psychology and be able to identify strengths in self and others

**Assignments:**

<b>Assignments</b>	<b>Due No Later Than</b>
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT

**Module**

**3**

**Questioning Skills, Encouraging, Paraphrasing, Summarizing, and Reflecting Feelings**

**Outcomes:**

**After completing this module the student will be able to:**

- Identify the types of questions that are problematic in interviewing and counseling
- Explain the types of problems that can occur with “why” and “have-you-tried” questions
- Recognize and label the micro-skills in this module, i.e. open and closed questions, paraphrase, summary, reflecting feelings, encouragers
- Identify feelings and reflect feelings using the appropriate formula
- Explain the advantages of asking how-do-you-feel and external control questions
- Replace how-do-you-feel and external control questions with more effective questions

**Assignments:**

<b>Assignments</b>	<b>Due No Later Than</b>
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Support Group Meeting assignment #1	Sunday 11:59 PM EST/EDT

**Module 4**

**Integrating Listening Skills into a Structured Session**

**Outcomes:**

**After completing this module the student will be able to:**

- Identify the types and dimensions of empathy
- Name the 5 stages of the 5 stage/micro-skill approach
- Give examples of micro-skills appropriate to each of the 5 stages
- Evaluate stage 3 client responses and give examples of how to process the problematic issues of this stage

**Assignments:**

<b>Assignments</b>	<b>Due No Later Than</b>
Read assigned materials	

**Module**

Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Mini Session assignment	Sunday 11:59 PM EST/EDT
Complete the Midterm Exam	Sunday 11:59 PM EST/EDT

**5****Confrontation and Focusing Client Concerns****Outcomes:**

**After completing this module the student will be able to:**

- Recognize discrepancies in client statements and clarify issues by developing appropriate confrontations that address and resolve discrepancies
- Identify the level of impact of the confrontation using the Client Change Scale
- Compare and contrast the 4 conflict strategies and be able to give examples of each
- Develop the skill of focusing to expand awareness of how clients develop in a social context
- Identify 7 dimensions of focusing and begin using them to help clients
- Examine the effects of using a community or family genogram to help expand awareness of client

**Assignments:**

<b>Assignments</b>	<b>Due No Later Than</b>
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Begin Structured Session	Due in Module 6

**Module  
Module 6**

**Reflecting Meaning and Influencing Skills**

**Outcomes:**

**After completing this module the student will be able to:**

- Assist clients through reflecting meaning to explore deeper meanings and values and to discern their goals and life purpose
- Help clients through interpretation/reframing find an alternative frame of reference or way of thinking that facilitates personal development
- List 2 different and distinct ways to address the issue of self-disclosure
- Define influencing skills and directives, identify cautions, and begin using them
- Explain how role-play enactment and the empty chair techniques are done

**Assignments:**

Assignments	Due No Later Than
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Structured Session assignment	Sunday 11:59 PM EST/EDT

**Module 7**

**Skill Integration**

**Outcomes:**

**After completing this module the student will be able to:**

- Define decisional counseling, analyze how the decisional model is used and how it is related to other approaches to counseling
- Distinguish between treatment planning and case management
- Describe basic principles and goals of person-centered counseling, cognitive-behavioral therapy, brief solution-focused counseling, and motivational interviewing
- Describe the ABC technique and be able to practice using it
- Compare and contrast the concepts and features of the presented approaches to counseling to further understand your individual style

Assignments	Due No Later Than
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Support Group assignment #2	Sunday 11:59 PM EST/EDT

**Module  
Module 8**

**Determining Personal Style and Dealing with Difficult Clients**

**Outcomes:  
Assignments:**

**After completing this module the student will be able to:**

- Distinguish between passive, aggressive, passive-aggressive, and assertive behaviors
- Describe 4 strategies for handling difficult people
- Consider how your personal counseling style is relevant to the client population you will encounter
- Consider how your personal counseling style is relevant to the differing approaches to counseling

**Assignments:**

<b>Assignments</b>	<b>Due No Later Than</b>
Read assigned materials	
Post initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Complete the Final Exam	Sunday 11:59 PM EST/EDT