



COURSE OUTLINE

SW 390 **COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE**

3 CREDITS

PREPARED BY: Janice Wiens, BSW Instructor/Coordinator
DATE: March 31, 2020

APPROVED BY: Dr. Andrew Richardson, Dean Applied Arts
DATE:

APPROVED BY SENATE:
RENEWED BY SENATE:



This work is licensed under the Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-sa/4.0/>.

COMMUNICATION SKILLS IN SOCIAL PRACTICE

INSTRUCTOR: Janice Wiens

OFFICE LOCATION: A2511

E-MAIL: jwiens@yukonu.ca

TELEPHONE: 867.668.8846

OFFICE HOURS: Thurs. 4:00 pm- 5:00 pm

CLASSROOM: Thursdays via Zoom & Fridays
A2605 on campus

TIME: 1:00 pm- 3:55 pm

DATES: Thurs. Sept 3rd-Friday Dec. 4th, 2020

COURSE DESCRIPTION

This course specifically focuses on the development of skills necessary for competent social work communication in a variety of social work roles and settings. An introduction to communication theory is provided with an emphasis on skill development for students. Role plays and recorded sessions are required.

Note: Social Work 390 is important for the acquisition of essential skills for social work practice. Therefore, along with Social Work 346 Practice I, you must have a combined minimum of 70% and an overall GPA of 70% in all social work courses to apply for Social Work 348 Practicum I.

Social Work 448 Practicum II has similar requirements. If you're uncertain about your academic standing or requirements, please speak with me.

RELATED COURSE REQUIREMENTS

It is highly recommended that all students have access to a computer or other device and Internet to do their studies. The minimum specifications for a student device are as follows:

Requirement	Windows-based PC	Apple Mac/macOS-based PC
Operating System	Windows 10	macOS X

Web Browser	Firefox, Edge or Google Chrome	Firefox, Edge or Google Chrome
RAM/Memory	4 GB	4 GB
Storage	5 GB of available space	5 GB of available space

EQUIVALENCY OR TRANSFERABILITY

This is a University of Regina course.

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to:

1. explain the main principles of communication theories as they apply to a helping relationship.
2. demonstrate self-awareness in reflecting on one's personal communication style, its strengths and weaknesses, and its impact on others, particularly as it relates to diverse populations relevant to the territory/province [e.g. Indigenous, immigrant, children and youth, women, seniors, those with health issues or disabilities, etc.]
3. Articulate ethical considerations including informed consent and confidentiality and demonstrate ethical practice behaviour during interviews.
4. Identify and use communication skills that will be applicable in working effectively with service recipients, supervisors, colleagues and the community, including how to work through conflicts.
5. Give and receive evaluative feedback for the growth of self and others.
6. Competently conduct a social work interview.

COURSE FORMAT

The class will meet in-person weekly for three hours on Thursday afternoon and an additional three-hour practice session (Lab) on Friday afternoon. Learning occurs through (1) reading; (2) lectures and discussion (3); example of the skill in action; (4) student

practice; (5) critique of performance, development of plans for improvement and monitoring of progress.

You are expected to be punctual, which means arriving on time; returning from the break as requested and leaving after the closing circle has been completed. An attendance sheet is provided at the beginning of each class. It is your responsibility to ensure that it is completed accurately.

Participation means being prepared for class by completing the readings and assignments as outlined and participating in experiential activities in a respectful and open manner. This class requires a high degree of self-reflection, self-regulation and openness to receiving feedback.

This course will include a total of 45 hours activity. A combination of synchronous (virtual real-time class meetings through Zoom) and asynchronous (web-based via Moodle) learning activities are provided. Learning activities may include but are not limited to facilitator-led learning, projects, in-class and on-line exercises.

Attendance

Students who miss more than 2 classes will have 5% of their final grade deducted for each additional class missed or portion thereof. If a student misses more than two classes, they may choose to speak with the instructor and ask for an additional assignment to complete in lieu of this missed class, thereby avoiding a deduction in their term grade. The instructor has discretion over a) whether to grant this option to the student and b) the content and format of the assignment. Without exception this additional assignment must be completed satisfactorily prior to the end of term

Writing Expectations, Due Dates and Penalties

Competence in writing is expected. Wherever possible, instructors are expected to conduct their courses in such a way as to obtain evidence of student writing skills, in term papers, essays, reports, or other written work, and to demand competence in writing for a passing grade. (University of Regina policy)

Assignments must be typed and written using appropriate language. Carefully proof your

work. Use APA format.

Assignments are to be submitted to the instructor in person on the due date, unless otherwise stated in class.

Five (5) % of the assignment's value will be deducted for every day late, up to a maximum of five days, after which it will not be accepted.

The instructor is under no obligation to offer you an opportunity to re-submit work. If you are given an opportunity to re-submit an assignment for marking, the highest grade that will be provided is 70%.

Academic Integrity: Students are bound by Yukon University academic and other standards as well as the University of Regina academic integrity policies. Please review online calendar for further information.

EVALUATION:

Assignment descriptions will be provided to students in the first week of term.

Assignments 4	90%
Final Exam	10%
Total	100%

Grading Criteria: University of Regina grading criteria will be followed. Please note that final grade approval rests with the Faculty of Social Work at the University of Regina.

GRADING DESCRIPTIONS (University of Regina Calendar)

90-99 An outstanding performance with very strong evidence of:

- an insightful and comprehensive grasp of the subject matter;
- a clear ability to make sound and original critical evaluation of the material given;
- outstanding capacity for original creative and/or logical thought;
- an excellent ability to organize, to analyze, to synthesize, to integrate ideas, and to express thoughts both in speech and in writing.

80-89 Very good performance with strong evidence of:

- a comprehensive grasp of the subject matter;
- an ability to make sound critical evaluation of the material given;
- a good capacity for original, creative, and/or logical thinking;
- a very good ability to organize, to analyze, to synthesize, to integrate ideas, and to express thoughts both in speech and in writing.

70-79 Above average performance with evidence of:

- a substantial knowledge of the subject matter;
- a good understanding of the relevant issues and a good familiarity with the relevant literature and techniques;
- some capacity for original, creative, and/or logical thinking;
- an above-average ability to organize, to analyze and to examine the subject material in a critical and constructive manner, and to express thoughts both in speech and in writing.

60-69 A generally satisfactory and intellectually adequate performance with evidence of:

- an acceptable basic grasp of the subject material;
- a fair understanding of the relevant issues;
- a general familiarity with the relevant literature and techniques;
- an ability to develop solutions to moderately difficult problems related to the subject material;
- a moderate ability to examine the material in a critical and analytical manner, and to express thoughts in writing.

50-59 A barely acceptable performance with evidence of:

- a familiarity with the subject material;
- some evidence that analytical skills have been developed;
- some understanding of relevant issues;
- some familiarity with the relevant literature and techniques;

- partially successful attempts to solve moderately difficult problems related material and to examine the material in a critical and analytical manner;
- basic competence in writing.

0-49 An unacceptable performance.

REQUIRED TEXTBOOKS AND MATERIAL

Ivey, A E., Ivey, M.B., Zalaquett, C. (2018). Intentional interviewing and counseling. Facilitating client development in a multicultural society. (Ninth edition.) Belmont, CA: Cengage Learning.

Other Materials:

- A personal computer, password protected, to securely store your interviews.
- Two SD (Secure Digital) cards for recording. 8-16 GB • A small binder for storing Activity and Feedback sheets.

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/ Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with explicit permission of the instructor, resubmitting work which has previously

received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the University.

Do not jeopardize your academic future with plagiarism. It is dishonest, unprofessional and has serious consequences.

Please refer to the University of Regina calendar for other forms of academic misconduct. Students are bound by University academic integrity policies. Please review online calendar for further information

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon University program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon University Academic Regulations (available on the Yukon University website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC): lac@yukonu.ca.