



**COURSE OUTLINE**

**SW 390**  
**COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE**  
**(University of Regina)**

**45 HOURS**  
**3 Credit Course**

YUKON COLLEGE  
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Course Outline prepared by Janice Wiens, July 2015.

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**APPLIED ARTS DIVISION**  
**School Of Health, Education and Social Services**  
**SW 390**  
**FALL 2015**

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**COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE**

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**INSTRUCTOR:** Janice Wiens, M.S.W.  
**OFFICE HOURS:** Thursday 4:00 – 5:00pm or by appointment  
**OFFICE LOCATION:** A2511  
**TELEPHONE/E-MAIL:** 668-8846, [jwiens@yukoncollege.yk.ca](mailto:jwiens@yukoncollege.yk.ca)  
**FAX:** 668-8805, HE & HS Office

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**COURSE OFFERINGS**

**DAYS & TIMES:** Thursday and Friday (Lab) 1:00 – 4:00pm  
Room: A2605

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**COURSE DESCRIPTION**

This course introduces the foundations and development of skills necessary for competent communications in a variety of social work settings. Restricted to Social Work students only.

**REQUIRED TEXT**

Ivey, A E., Ivey, M.B., Zalaquett, C. (2014). *Intentional interviewing and counseling. Facilitating client development in a multicultural society.* (Eighth edition.) Belmont, CA: Cengage Learning

**EQUIPMENT:** Please purchase two SD videocard for recording your interviews. An 8 – 16 GB card should be adequate. Remember to bring this technology with you for each lab! You will need to transfer your recorded interviews to your computer for transcription and analysis.

## **LEARNING OUTCOMES**

Students will become well acquainted with the skills and theories necessary to begin communicating competently in social work practice.

Specifically, by the end of the course the student will be able to:

1. Explain the main principles of communication theories and apply a specific model to a helping relationship and intervention.
2. Consistently demonstrate self-awareness in reflecting on one's personal communication style, its strengths and weaknesses and its impact on others (including diverse populations).
3. Give and receive appropriate and effective evaluative feedback for the growth of self and others.
4. Articulate ethical considerations including informed consent and confidentiality and demonstrate ethical practice behaviour.
5. Apply specific attending and influencing communication skills in a variety of professional settings, such as interviewing, conflict resolution, working with resistant/reluctant service recipients, supervision, community work, and collegial relationships.
6. Understand and effectively use structured interview techniques and processes that are necessary to effective social work practice.
7. Demonstrate confidence and competence as a beginning social work professional who communicates clearly and effectively.

## **DELIVERY METHODS/FORMAT**

The class will meet weekly for a three hour class and three hour lab. The class will be structured to ensure content is covered, yet allow students to integrate knowledge through guided activities and experiential exercises. Learning occurs through: (1) reading; (2) warm-up and introduction to the skill (3); example of the skill in action; (4) student practice; (5) critique of performance and development of plans for improvement and regular monitoring of progress.

Students must follow ethical practices and conduct themselves in a respectful manner at all times.

## PREREQUISITE

Admission to the BSW Program.

**Attention!** Your grade in Social Work 390 is important!

Social Work 348 Practicum I pre-requisites include Social Work 390, Social Work 346 and 9 other credits of social work.

Social Work 390 and Social Work 346 must have a combined minimum 70% average and you must have an overall GPA of 70% in all Social Work courses to enter your first practicum.

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

## COURSE REQUIREMENTS/EVALUATION

### 1. Attendance

**This course is based on experiential work, thus your participation and attendance are essential! Students who miss more than 2 classes or labs will have 5% of their course mark deducted for each missed class/lab.** Students who are persistently tardy, absent or who neglect academic work will be encouraged to withdraw from the course.

### 2. Practice

Students will systematically practice skills during class and lab time. Videotaped interviews will occur weekly during lab time. Students will receive feedback from other students as well as the instructor. Following the practice interview, students will reflect on their abilities and identify strategies for improving skills further.

Please maintain a small binder and include all feedback sheets from class, written reflections about each class, and a concise description/critique/plan for improvement of each videotaped interview they have completed. This will help you to systematically review your progress. You will find this very useful when it comes to completing your assignments and **I will be asking you to submit the binder with each of your assignments.**

### 2. Assignments

Baseline interview	P/F
First interview, transcript, analysis and contract	20%
Mid-term interview, transcript, analysis, contract	30%
Final interview, transcript, analysis, contract	30%
Final Exam (during exam period after classes end) TBA	20%