

SOUTHEAST COMMUNITY COLLEGE
HEALTH SCIENCES DIVISION
HUMAN SERVICES
Revision Date: 11/2023

I. CATALOG DESCRIPTION

Course Number: HMRS 1100
Course Title: Communication Skills in Human Services
Prerequisite(s): None

Catalog Description: This is an introductory course in basic interpersonal communication skills. Students acquire and demonstrate attending/active listening skills through videotaped role plays, in-class role plays, case studies and other experiential exercises.

Credit Hours: 3
Class Hours: 45
Lab Hours: 30
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will:*

1. Illustrate how to engage in the micro-skills-social learning-branching program format.
2. Explain the impact of helping interventions on client conversation and foundations for change.
3. Examine how to learn about and build on a natural interviewing style.
4. Develop the foundation for intentional interviewing through ethical competence, multicultural considerations, and using a positive psychology approach.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

A. STUDENT LEARNING OUTCOMES: *Student will be able to:*

1. Discuss and demonstrate active listening skills.
2. Assess for and demonstrate recognition of multicultural concerns.
3. Demonstrate skill integration of exploration, clarification, and action.

B. GENERAL EDUCATION LEARNING OUTCOMES

GELO #1: ORAL COMMUNICATION

1. Develop a central idea for presentation.
2. Organize information clearly and logically, in an outline format, citing sources when appropriate.
3. Assess an audience and situation so as to adapt verbal and nonverbal messages to best meet the needs and expectations of the audience.
4. Competently communicate messages – both verbally and nonverbally -- to a variety of audience types and in a variety of situations.
5. Utilize active and critical listening behaviors.

GELO #6: CAREER AND LIFE SKILLS

1. Employ effective interpersonal and intrapersonal communication skills.

IV. CONTENT/TOPICAL OUTLINE (course outline may provide more detailed information)

1. Attending/Active Listening Skills/Establishing Rapport
2. Ethical Practices
3. Cultural Considerations
4. Effective Questioning
5. Client Observation Skills
6. Reflecting Content/Feeling
7. Confrontation/Feedback
8. Exploration/Clarification/Action
9. Self-Disclosure
10. Interpreting
11. Information Giving
12. Skill Integration

V. INSTRUCTIONAL MATERIALS

A. Required Text(s):

Evans, David R., et al. *Essential Interviewing: A Programmed Approach to Effective Communication*, current edition, CA: Brooks/Cole Cengage Learning

B. Other Resources:

Interactive resources (CD-ROM and/or DVD)

VI. METHODS OF PRESENTATION/INSTRUCTION

A. Methods of presentation typically include a combination of the following:

1. Instructors will make use of varied instructive teachings including several of the following: lectures, small and large group discussion, collaborative projects, guest speakers, case studies, research, peer response and evaluation, journals, essays and/or written papers, computer-assisted instruction, interactive/creative methods, multimedia and field trips.

VII. METHODS OF EVALUATIO

- A.** Methods of evaluation typically include a combination of the following: a combination of assignments, quizzes, exams, projects, skills display check offs, etc. For grading expectations please see the Course Information Document.

SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII. SPECIFIC COURSE REQUIREMENTS:

Requires a grade of "C" or above to meet graduation requirements for the Human Services Program.