Course Title: Counseling Skills in Human Relations

Course Number: HR 5463-102

Course Description: An introduction to basic interviewing skills based upon the purpose of and plan for the interview in the context of human relations practice. Interviewer skills include observation, empathy, listening, attending, encountering, confronting, and suspending judgment. This is a practice skills course for majors designed to acquaint students with the basic tools of human relations practice, with an emphasis upon self-awareness, communication with diverse populations, and advanced skills. It is designed to offer students both theoretical content and experiential learning opportunities.

This is a practice skills class taught without an established training lab. Students who have video cameras are urged to bring them to the class. If you have, or are willing to purchase, an inexpensive audio recorder, you are asked to bring that as well. It is important to respect one another’s views. Disrespectful dialogue is not allowed, i.e., personal attacks, insults, harassment, etc. Please, no “clients from Hell” where you are trying to give the other person a hard time.

Class Dates, Location and Hours:

Dates: June 15-17 & 22-24, 2012
Location: OCCE, Norman, Oklahoma. Classes are held at the Thurman White Forum Building of OCCE, 1704 Asp Avenue.
Hours: Fri 5:30-9:30 p.m.; Sat 8:30 a.m.-4:30 p.m.; Sun 1:00-5:00 p.m.
Last day to enroll or drop without penalty: May 17, 2012

Site Director:
Cathy Yeaman. Assistant: Jan Plavchak. Phone: 405-325-3333; Fax: 405-325-9148; email: apnorman@ou.edu

Professor Contact Information:
Course Professor: Joe Marshall, LCSW, AAMFT, CEAP
Mailing Address: 8901 East Alameda Street
Norman, OK 73026
Telephone Number: (405) 366-0008
E-mail Address: jmarshall@ou.edu

Professor availability: The professor will be available via e-mail to students before and after the class sessions. Information pertaining to this class can be found on the professor’s homepage. Please read and download any pages you desire.

Professor’s Homepage: It is important that you read the material on the homepage as soon as possible. There is a questionnaire that you must complete and return with your e-mail address. Please send this in as soon as you enroll in the class. http://faculty-staff.ou.edu/M/Lawrence.J.Marshall-1
Textbook(s) and Instructional Materials:
Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion.bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-7140 (outside the U.S.).


Note: The Follett/AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

Course Objectives:
Upon successful completion of this course, each student will be able to demonstrate:
• The knowledge and skills required for the professional use of self with a variety of client populations, colleagues, and members of communities;
• The use of basic communication skills, characterized by mutuality, collaboration, and respect for the client, that are appropriate for work with diverse populations;
• The use of advanced interviewing skills which support assessments and interventions that are focused on client strengths and needs; and
• The ability to conduct a problem solving interview.

Assignments, Grading and Due Dates:
Examples, special readings, and videotapes on the differences in basic communication with diverse populations will be utilized to illustrate the impact of human difference in the interviewing process. The class will utilize lecture/discussion, small-group discussion, practice exercises, and audio/videotape exercises. Students are expected to be conversant with all required readings and to participate in the experiential exercises.

Major Course Divisions:
A. Attending skills
B. Basic listening skills
C. Influencing skills and confrontation
D. Interviewing with purpose and integration skills

1. Read the first 13 chapters of the text before class commences.

2. Prepare a five-minute audio tape recording of yourself interviewing a client in a setting of your choice. The purpose of this is to provide a baseline representation of your skills at the beginning of the class. (Please e-mail me with any questions you may have.)

3. First Interview: You are to plan and conduct a 10-15 minute interview with a fellow classmate regarding a counseling type of problem. This interview will be done during the class time after we have discussed the various skills required. You are to transcribe the recording and complete an assessment of your own skills. These skills include; attending skills, verbal tracking, questions, encouraging, paraphrases, reflection of feelings, and summaries. The format for the assessment is on the professor’s webpage. More details will be given on the first day of class. The report is due one week after completion of the class. Examples will be made available. 15 points
4. **Final Paper:** You will observe a videotaped interview of an expert therapist in class and report on your observations and learning. The paper should be typed, double-spaced, and eight to ten pages in length. It is due one week after the last day of class. Examples will be made available. **15 points.**

The paper should contain:

- A description of the interview, problems, participants, and outcome. **3 points**
- A description of at least three emotions you felt while watching the interview. **3 points**
- Identification of a minimum of four concepts from the text that apply to the interview and a citation of where they were explained. **3 points**
- Identification and description of your learning from this activity may be applied in the future to a human relations setting in which you would be interested in working. **3 points**
- Spelling and grammar. **3 points**

5. **Final Exam:** There will be one take-home, exam. It will be distributed on the first day of class, and will be due at the last class session. You are welcomed to discuss with each other the various questions but you are responsible for your own work. You are also allowed to ask the professor questions regarding the general concepts. Each question is worth 1.5 points. There are 64 questions on the final exam. When rated on 100 point scale each question is worth 1.5 test points. The final exam score grade is 100 minus 1.5 x the number of missed questions.

On the following scale the number grade is worth the following number of points for the final grade.

- 100-95 = 25 points
- 94-90 = 22 points
- 88-85 = 19 points
- 84-80 = 16 points
- 79-75 = 13 points
- 74-70 = 10 points
- 69-65 = 7 points
- 64-60 = 4 points

6. **Attendance and Participation:** Being on time, attentive, and prepared are essential to your success in this course. Participation in class should show evidence of reading the assignments and integration of learning. Participation in classroom exercises is expected of all students. Participation is determined by meaningful discussion, not by amount of talk. Each hour of unexcused absence will result in the loss of one point from the total grade. **10 points**

7. **Final Interview:** You are to conduct a more extensive interview and prepare a paper in which you demonstrate your interviewing style, transcribe the interview, classify your behavior, and comment on your own skill development as an interviewer. The actual interview will take place during the last practice sessions in the regular class. It is due two weeks after the conclusion of class. **35 points**

An example of this exercise is given in Chapter 13.

1. Develop a pre-interview plan  **2 points**
2. Conduct a twenty to thirty minute interview with a class member. (Preferably videotaped; audio taping is acceptable.)  **12 points**
3. Write a transcript of the session, including personal comments  **5 points**
4. Identify the specific stages of the interview  **3 points**
5. Write case notes.  **3 points**
6. Develop an interview plan for the next session  **2 points**
7. Develop a long-term treatment plan  **2 points**
8. Complete a self-assessment; demonstrate how the skills can be used in a different situation.  **2 points**
9. Describe how these skills can be used in a different situation  **2 points**
10. Spelling and grammar  **2 points**
Methods of Evaluation:

A. Methods of Evaluation: Student evaluations may include, but are not limited to, written exams, written assignments, videotaped interviews, and classroom participation in exercises and role-plays.

The course is evaluated formally using the University of Oklahoma student evaluation of courses format. In addition, individual suggestions and comments by students will be accepted. Faculty peer evaluation may be employed at the discretion of the professor.

B. Make-up Policy: Any assignment not completed on the due date will be penalized 10% for being late.

C. Attendance Policy: This class requires that students demonstrate observable skills. Class attendance is vital, and roll will be taken. Notify the professor as soon as possible of any scheduled military absences. Each hour of unexcused absence will result in the loss of one point from the total grade.

Grading: This is a letter-graded course: A, B, C, D, or F.

NOTICE: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.
POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Copyright

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA

Lawrence J. “Joe” Marshall, LCSW, CEAP

Education
1983 MSW (Masters of Social Work), University of Oklahoma

Current Positions
- Contract Therapist – Norman Regional Hospital
- Advanced Programs Professor since 1998
- Retired Employees Assistant Program - Coordinator, University of Oklahoma
- Retired Mental Health Counselor - Counseling and Testing Service, University of Oklahoma
- Adjunct Professor - Department of Human Relations, University of Oklahoma
- Adjunct Professor - University College, University of Oklahoma

Frequently Taught Advanced Programs Courses
- HR 5110 Employee Assistance
- HR 5463 Counseling Skills in Human Relations

Major Areas of Teaching and Research Interest
- Counseling students, staff and faculty
- Outreach programs
- Employee assistance programs
- “Meaning of Sex” seminars
- Inpatient Mental Health Group Therapy

Representative Publications and Presentations
- “Rape prevention: Can university and college campus administrators deal with the problem in a preventive way?” National University Continuing Education Association, April 17, 1994.
- “Sexual assault: Research and Services on the University of Oklahoma campus.” International Conference on Sexual Assault, October 1, 1992.

Major Professional Affiliations
- University of Oklahoma Campus and Community Activities, Norman, OK:
  - Chairman of Professional Staff Association
  - Representative for Staff Senate
  - Liaison for Faculty Senate
  - Chairman of Personnel Policy Committee
  - University Representative for the Norman Prevention Coalition
  - Chairman of Cleveland County Chapter of National Association of Social Workers
  - Member of Oklahoma State Board of the National Association of Social Workers