

I. COURSE DESCRIPTION:

- A. Department Information:
Division: Social Science
Department: Human Services
Course ID: HUMSV 173
Course Title: Helping and Interpersonal Skills
Units: 3
Lecture: 3 Hours
Laboratory: None
Prerequisite: None
- B. Catalog and Schedule Description: A practical study of helping strategies and interpersonal skills. The focus is on the use of techniques to improve communication, better evaluate relationships, and resolve conflicts. This course qualifies for continuing education for nurses. Provider approved by the California board of Registered Nursing, provider number 01480, for 45 contact hours.

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

III. EXPECTED OUTCOMES FOR STUDENTS:

- Upon successful completion of the course the student should be able to:
- A. Formulate and express the principles, skills, and techniques of the helping process as presented in the skilled helper model
- B. Apply the principles, skills, and techniques of the skilled helper model to simulated clinical situations.

IV. COURSE CONTENT:

- A. Introduction to Helping
1. Brief history and definitions
 2. Two principle goals of helping
 3. Moving from smart to wise
- B. Overview of the Helping Model
1. Rational problem solving and its limitations
 2. The Skilled-Helper model
 3. The stages and steps
 4. Listening
- C. Sharing Empathic Highlights
1. Responding skills
 2. The key building blocks
 3. Principles and tactics
- D. The Art of Probing and Summarizing
1. Nonverbal and verbal prompts
 2. Probes and questions
 3. Skills
- E. Step 1-A: "What Are My Concerns?"
1. What's going on?
 2. How are we doing?
 3. Brief therapy
 4. Problem management and culture
 5. Browsing
- F. The Helping Relationship: Values in Action
1. A working alliance
 2. Three basic values
 3. Empowerment

- G. Communication and the Skill of Visibly Tuning In to Clients
 - 1. Dialogue
 - 2. Empathic presence
 - H. Active Listening
 - 1. Inadequate or emphatic?
 - 2. Listening to words
 - 3. Listening to nonverbal messages
 - 4. Processing and exploration
 - I. Reluctant and Resistant Clients
 - 1. Change
 - 2. Coercion
 - 3. Management
 - J. The Nature of Challenging
 - 1. The basic concept
 - 2. Targets of challenging
 - 3. New perspectives
 - K. Specific Challenging Skills
 - 1. Message behind the message
 - 2. Information sharing
 - 3. Self-disclosure, talk, confrontation, encouragement
 - L. The Wisdom of Challenging
 - 1. Guidelines
 - 2. Challenge to action
 - M. Leverage--- Helping Clients Work on the Right Things
 - 1. The economics of helping
 - 2. Screening
 - 3. Leverage
 - N. Helping Clients Determine What They Need and Want
 - 1. What Solutions make sense?
 - 2. What do I need and want?
 - 3. What do I really want?
 - 4. What am I willing to pay?
 - O. Helping Clients Develop Strategies to Accomplish Their Goals
 - 1. How many ways?
 - 2. Which are best for me?
 - 3. What kind of plan?
 - P. Making It All Happen
 - 1. Helping clients become effective tacticians
 - 2. Developing a social network
- V. METHODS OF INSTRUCTION:**
- A. Lecture
 - B. In-class discussion
 - C. Small group projects or presentations
 - D. Video demonstration of helping interventions
 - E. Field trips
 - F. Film presentation
 - G. In-class simulation of helping interactions
- VI. TYPICAL ASSIGNMENTS:**
- A. Write a Term paper demonstrating the stages of the helping process.
 - B. Using an example of a helping intervention from your personal experience (either as the helper or the helped), describe and analyze how the stages of the helping process outlined in the textbook were implemented.
 - C. Discuss briefly the following issues in building a helping relationship:

1. Gender
 2. Class
 3. Ethnic diversity
 4. Religious issues
- D. Write an Outcome Evaluation

VII. EVALUATION(S):

- A. Methods of Evaluation:
1. Objective tests
 2. Essay tests
 3. In-class and out-of-class writing assignments
 4. Term projects
- B. Frequency of Evaluation:
1. One mid-term examination
 2. One final examination
 3. Weekly written assignments
 4. Weekly observation of skills
 5. Term paper at end of course
 6. Workbook completed at end of course
- C. Typical Exam Questions:
1. Egan uses the term "values" to indicate:
 - a) A set of criteria for making decisions
 - b) Ideals held by the helper
 - c) A set of cognitive beliefs to be avoided in therapy
 - d) The secrets of professional training
 2. Respect for the client means that the helper:
 - a) Is available to the client whenever needed
 - b) Develops attachment feelings for the client
 - c) Cherishes the client as an individual with particular needs
 - d) Offers services only to those with the same racial, ethnic, and gender characteristics of the helper
 3. "Tanya, you have failed to work on any of the goals we've worked out during these three sessions. I'm disgusted with you and will no longer see you." This therapist statement to an incarcerated client suggests that the helper:
 - a) Doesn't assume the client's good will
 - b) Gave the client an adequate chance
 - c) Adopted appropriate values
 - d) Was empathetic not sympathetic
 4. It is probably inevitable that diversity issues require that the helper:
 - a) Recognize that a full understanding of every client is impossible
 - b) Must become aware of differences between themselves and their clients
 - c) Be flexible in applying the Egan model
 - d) All of the above
 5. One aspect of being genuine is to act in the role of the counselor:
 - a) As part of one's lifestyle
 - b) Only when professionally compensated
 - c) Whenever others appear helpless
 - d) None of the above
 6. Empowerment in the helping process includes all of the following except:
 - a) Teaching clients to impose their rights over others' rights
 - b) Helping clients gain control over their lives
 - c) Helping others gain control over their lives

VIII. TYPICAL TEXT(S):

Egan, Gerard. The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping, 7th edition. Pacific Grove, CA: Brooks/Cole, 2002

Egan, Gerard. Exercises in Helping Skills: A Manual to Accompany the Skilled Helper, 7th edition. Pacific Grove, CA: Brooks/Cole, 2002

Brill, Naomi and Levine, Joanne. Working With People: The Helping Process, 7th edition. Boston MA: Allyn & Bacon, 2002

Neukrug, Ed S. Skills and Techniques For Human Service Professionals: Counseling, Environment, Helping Skills, and Treatment Issues. Pacific Grove, CA: Brooks/Cole, 2002

IV. OTHER SUPPLIES REQUIRED OF STUDENTS: None