

APPLIED ARTS DIVISION  
SW 390  
3 Credit Course  
Fall Semester, 2018

University  
of Regina



**COURSE OUTLINE**

**SW 390**

**COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE**

**45 HOURS**

**3 CREDITS**

**PREPARED BY:** Janice Wiens, BSW Instructor  
**APPROVED BY:**

**DATE:** July 24, 2018  
**DATE:**

**APPROVED BY University of Regina:** May 2018



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## COMMUNICATION SKILLS IN SOCIAL WORK PRACTICE

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**INSTRUCTOR:** Janice Wiens

**OFFICE HOURS:** Thursday, 4:00 - 5:00

**OFFICE LOCATION:** A2511

**CLASSROOM:** A2605

**E-MAIL:** jwiens@yukoncollege.yk.ca

**TIME:** 1:00 - 4:00 pm

**TELEPHONE:** 668-8846

**DATES:** Thursday & Friday, 6 Sep - 7 Dec

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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

**Note: 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.

### PREREQUISITES

Admission to the BSW Program.

### EQUIVALENCY OR TRANSFERABILITY

This is a University of Regina course.

### LEARNING OUTCOMES

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

- Explain the main principles of communication theories and apply a specific model to a helping relationship and intervention.

- Articulate ethical considerations including informed consent and confidentiality and demonstrate ethical practice behaviour.
- Identify and use structured interview skills and processes necessary for effective social work practice.
- Consistently demonstrate self-awareness and how you impact others.
- Give and receive appropriate and effective evaluative feedback for the growth of self and others.
- Recognize how to use specific attending and influencing communication skills during client interviews, when resolving conflicts and with their colleagues.

### **COURSE FORMAT**

The class will meet in-person weekly for a three hour class 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 and development of plans for improvement and regular monitoring of progress.

### **ASSESSMENTS**

#### **Attendance & Participation**

The BSW program strives to prepare students for a profession where personal and professional integrity is essential. Students in the program are expected to know, understand and uphold the Canadian Association of Social Workers Code of Ethics at all times in their interactions with other students, instructors, and the College and community as a whole.

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

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.

**Attendance in all classes and labs is required for this course. If you miss more than two classes (or the equivalent of six hours), then 5% of the total grade for the course will be deducted for each additional class missed.**

### **Assignments**

General Information about Assignments:

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

**Penalties:** 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.

**Writing Competence:** 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)

**Style:** Assignments must be typed and written using appropriate language. Carefully proof your work. Use APA format.

**Rewrites:** The instructor is under no obligation to offer you an opportunity to re-submit work for a second marking. 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 College academic and other standards as well as the University of Regina academic integrity policies. Please review online calendar for further information.

[http://www.uregina.ca/gencal/ugcal/attendanceEvaluation/ugcal\\_77.shtml](http://www.uregina.ca/gencal/ugcal/attendanceEvaluation/ugcal_77.shtml).

**Assignment Descriptions and Syllabus will be provided on the first day of class.**

### **EVALUATION:**

Assignments	80%
Midterm Exam	
Participation	
Final Exam	20%
Total	100%

**Grading Criteria:** University of Regina grading criteria will be followed. Please note that all final grades must be approved by University of Regina. In other words, your Yukon College BSW Instructor will submit term grades, but the final 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 to the subject material and to examine the material in a critical and analytical manner;
- basic competence in writing.

**0-49 An unacceptable performance.**

**REQUIRED TEXTBOOKS AND MATERIALS**

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.

**Other Materials:**

- A personal computer to securely store your interviews.
- Two SD (Secure Digital) cards for recording. 8-16 GB should suffice, especially if you transfer the files to your computer.
- 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 College.

**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.

[http://www.uregina.ca/gencal/ugcal/attendanceEvaluation/ugcal\\_77.shtml](http://www.uregina.ca/gencal/ugcal/attendanceEvaluation/ugcal_77.shtml).

## **YUKON FIRST NATIONS CORE COMPETENCY**

Yukon College 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 College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see [www.yukoncollege.yk.ca/yfnccr](http://www.yukoncollege.yk.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 College Academic Regulations (available on the Yukon College 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@yukoncollege.yk.ca](mailto:lac@yukoncollege.yk.ca).