Renison University College Land Acknowledgement

With gratitude, we acknowledge that Renison University College is located on the traditional territory of the Attawandaron (also known as Neutral), Anishinaabe, and Haudenosaunee peoples, which is situated on the Haldimand Tract, the land promised to the Six Nations that includes ten kilometres on each side of the Grand River.

Winter 2019

Course Code: SOCWK 220R (Section 1)
Course Title: Social Work with Individuals, Theory and Practice 1

Class Times/Location: Thursdays 6:30 - 9:20 PM Room 2107

Instructor: Bianca Bitsakakis
Phone: by request
Email: bfbitsakakis@uwaterloo.ca
Office Hours: Thursdays 5:15-6:15 PM Rm. 1413

Course Description:
A presentation of some of the theoretical frameworks necessary for the understanding of the individual in the counselling relationship, as well as an introduction to some useful interventions.

Also, a specific model – “Intentional interviewing and counseling” by Allen Ivey, Mary Bradford Ivey, & Carlos Zalaquett (9th ed., 2018) will be taught. Students will practice the interviewing skills during class.

Course Objectives and Learning Outcomes

Upon completion of this course, students should be able to:

A. Describe and demonstrate social work values and principles and their application to ethical practice.

B. Understand the interview as intervention and how it is used throughout the phases of the problem-solving process;

C. Develop counselling skills according to the Ivey model.

D. Become a collaborative, problem-solving conversationalist.
E. Recognize the differences between interviewing and conversation;
F. Demonstrate a knowledge of and a beginning use of interviewing techniques, including the social history;

Required Texts:

Readings: Can be found in Library Course Reserves

Course Requirements and Assessment

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversation Partner/Conversation Journal</td>
<td>Week 12, March 28</td>
<td>20%</td>
</tr>
<tr>
<td>Mid Term Exam</td>
<td>Week 5, February 7</td>
<td>25%</td>
</tr>
<tr>
<td>Video Tape Assignment and Analysis</td>
<td>Week 13, April 4</td>
<td>30%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>To be determined</td>
<td>25%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

1. Conversation Partner/ Conversation Journal –

To gain new interviewing and communication skills, students will complete one of two options:

A) Conversation Partner The Conversation Partner Program is offered through the Renison International Office. International students are always looking for a conversation partner- someone who they can practice their English with. RIO is looking for volunteers who would be interested in having an enriching cultural exchange experience by learning about other cultures in exchange for sharing cultural norms with the international student. The volunteer is expected to meet up at least once a week with the international student, with scheduling being up to the volunteer and the international student. The volunteer is encouraged to go out and explore the city/region/area with their partner! Whether it be food, festivals, art, movies, games, etc. This should be a consistent meet up in order for both parties to benefit from it. Upon completion of the hours and handing in a log sheet, the volunteer may request a letter of participation. At the end of the day, the goal is for the volunteer to have a fun, crosscultural experience while helping another student practice their English! Please fill out an application form here: https://uwaterloo.ca/renison/conversation-partner-program After completion of the application, you will be contacted for a short interview with Louann Nhan: Advisor,
International Experience at Renison. Apply as soon as possible. Deadline: January 20th. For more information, please contact Louann Nhan: louann.nhan@uwaterloo.ca or visit her in the Renison International Office, Room 0203.

Student will then submit time sheets and will write 1-2 page reflection paper on the experience, and what communication tools were used (verbal, non verbal) Reference to lectures and textbook to strengthen reflection to be utilized.

B) Conversation Journal
Communication is how we interact with others on a daily basis, whether it be formally or informally. We communicate both verbally and non verbally. This assignment requires the student to keep a journal of interactions with others, specifically focusing on conversations and use of communication tools. How we interact also depends on the context or situation in which we find ourselves. Student will be asked to keep a journal of 5 different and unique conversations that they have had in different contexts. Students must reflect on:
   a) Communication with family
   b) Communication in work/professional capacity
   c) Communication with friends
   d) Communication with strangers/public
   e) Phone conversations

While reflecting on these conversations, students must pay attention to and reference:
   a) Tone of voice; non verbal body language; style of questioning; language used
   b) Differences in communication patterns
   c) Challenges with communication and/or conversation
   d) Use of self in the differing contexts

Journal must be 5-6 pages in length and must refer to what skills, if any, were recognized and used in these different interactions.

2. Mid-Term Exam - will be written during class in **Week 5: Thursday February 7**(1 hour, 30 minutes) Essay questions will be given one week in advance.

3. Videotape Assignment - Each student is required to videotape a role-play counselling situation of 12-15 minutes (the student role plays the counsellor and finds a volunteer to role play a client). The assignment also requires students to provide a written critique of their work according to the interviewing skills studied in the course (approx. 1500 words in length). Videotape assignments are to be submitted into the DropBox via Youtube link. **Due Last class: April 4**

Counselling role play = 18 marks

Written critique = 12 marks

4. Final Exam – to be written during the regular exam period. Essay questions will be given at the last class. Students choose 4 questions to answer; mandatory questions include: a) generalist-eclectic direct social work practice; b) diversity and counselling
(6 questions). – 2 ½ hours in length.

**LEARN**

Course schedules, assignments, additional readings and announcements are all posted on LEARN. You must become acquainted and proficient in LEARN in order to access some readings and to submit all of your assignments.

**Course Outline**

**WEEK 1**  
Jan. 10  
Introduction/Overview – Instructor introduction

**WEEK 2**  
Jan. 17  
An overview of and rationale for a generalist-eclectic approach to direct social work practice – Coady, N. & Lehman, P.  
Social work as a developing profession - Johnson, L.  
Cournoyer, B.R. Common Factors; Relationship Factors  

**WEEK 3**  
Jan. 24  
Eco maps  
Strengths approach - Saleeby, D. - I  
Social work as a problem solving process - Johnson, L.-  
A reflective/inductive model of practice - Coady, N. -  
The techniques of intervention - Fusco, L. -

**WEEK 4**  
Jan. 31  
Towards intentional interviewing and counseling - Chapter 1 (text  
Cournoyer, B.R. Understanding the Fundamental Values and Ethics of Social Work
WEEK 5
Feb. 7

MIDTERM EXAM (1.5 hours)

WEEK 6
Feb. 14

Attending behaviour: Basic to communication - Chapter 3 (text)
View In Treatment video
Discussion and Role Play

WEEK 7 FEB READING WEEK – NO CLASSES
February 19-22, 2019

WEEK 8
Feb. 28

Questions: Opening communication - Chapter 5 (text)
View Ivey video
Practice skill Role-play

WEEK 9
Mar. 7

Observation skills - Chapter 4 (text)

Analyzing communication skills through media

WEEK 10
Mar. 14

Encouraging, paraphrasing and summarizing: Key skills of active listening -Chapter 6 (text)
View Ivey video
Practice Skill Role-play

WEEK 11
Mar. 21

Observing and reflecting feelings: A foundation of client experience - Chapter 7 (text)
WEEK 12
Mar. 28

How to conduct a 5 stage counselling session using only listening skills
Chapter 8 (text)

WEEK 13
Apr. 4

Counseling in a multicultural society: Chapter 2 pp.30-44; Chapter (text)- Brown, D. & Srebalus, D.;
and Building Multicultural Counselling Competence – Sue and Sue (online notes)
Review and Consolidation
(Videotape Assignment & Conversation Partner /Journal reflection due)

BIBLIOGRAPHY


IMPORTANT COURSE INFORMATION

Late Work
Students may be penalized for handing in assignments late

Electronic Device Policy
Electronic devices are allowed in class, provided they do not disturb teaching or learning.

Attendance Policy
To be discussed in the first class.

Final Examination Policy
For Winter 2019, the established examination period is April 9 – April 24. The schedule will be available after mid-October. Students should be aware that student travel plans are not acceptable grounds for granting an alternative final examination time (see: https://uwaterloo.ca/registrar/final-examinations

Accommodation for Illness or Unforeseen Circumstances:
The instructor follows the practices of the University of Waterloo in accommodating students who have documented reasons for missing quizzes or exams. See http://www.registrar.uwaterloo.ca/students/accom_illness.html

Academic Integrity:
In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect and responsibility. See the UWaterloo Academic Integrity webpage (https://uwaterloo.ca/academic-integrity/) and the Arts Academic Integrity webpage (https://uwaterloo.ca/arts/current-undergraduates/student-support/ethical-behaviour) for more information.

Discipline: Every student is expected to know what constitutes academic integrity, to avoid committing academic offences, and to take responsibility for their own actions. A student who is unsure whether an action constitutes an offence, or who needs help in learning how to avoid offences (e.g., plagiarism, cheating) or about “rules” for group work/collaboration, should seek guidance from the course professor, academic advisor, or Academic Dean. When misconduct has been found to have occurred, disciplinary penalties are imposed under the University of Waterloo Policy 71 – Student Discipline.
For information on categories of offences and types of penalties, students should refer to Policy 71 - Student Discipline. For typical penalties check Guidelines for the Assessment of Penalties (https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/guidelines/guidelines-assessment-penalties).

Students should also be aware that copyright laws in Canada prohibit reproducing more than 10% of any work without permission from its author, publisher, or other copyright holder. Waterloo’s policy on Fair Dealing is available here: https://uwaterloo.ca/copyright-guidelines/fair-dealing-advisory Violation of Canada’s Copyright Act is a punishable academic offence under Policy 71 – Student Discipline.

**Grievance:** A student who believes that a decision affecting some aspect of university life has been unfair or unreasonable may have grounds for initiating a grievance. Read Policy 70 - Student Petitions and Grievances, Section 4 (https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/policy-70). When in doubt, please be certain to contact the department’s administrative assistant, who will provide further assistance.

**Appeals:** A decision made or penalty imposed under Policy 70, Student Petitions and Grievances (other than a petition) or Policy 71, Student Discipline may be appealed if there are grounds. Students who believe they have grounds for an appeal should refer to Policy 72, Student Appeals (https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/policy-72).

**Academic Integrity website (Arts):** http://arts.uwaterloo.ca/arts/ugrad/academic_responsibility.html

**Academic Integrity Office (uWaterloo):** http://uwaterloo.ca/academic-integrity/

**Mental Health Support**
All of us need a support system. The faculty and staff in Arts encourage students to seek out mental health supports if they are needed.

**On Campus**
- Counselling Services: counselling.services@uwaterloo.ca / 519-888-4567 xt 32655
- **MATES**: one-to-one peer support program offered by Federation of Students (FEDS) and Counselling Services
- Health Services Emergency service: located across the creek form Student Life Centre

**Off campus, 24/7**
- **Good2Talk**: Free confidential help line for post-secondary students. Phone: 1-866-925-5454
- Grand River Hospital: Emergency care for mental health crisis. Phone: 519-749-433 ext. 6880
- **Here 24/7**: Mental Health and Crisis Service Team. Phone: 1-844-437-3247
- **OK2BME**: set of support services for lesbian, gay, bisexual, transgender or questioning teens in Waterloo. Phone: 519-884-0000 extension 213

Full details can be found online at the Faculty of ARTS website
Download UWaterloo and regional mental health resources (PDF)
Download the WatSafe app to your phone to quickly access mental health support information

**Accommodation for Students with Disabilities:**

*Note for Students with Disabilities*: The AccessAbility Services office, located on the first floor of the Needles Hall extension (NH 1401), collaborates with all academic departments to arrange appropriate accommodations for students with disabilities, without compromising the academic integrity of the curriculum. If you require academic accommodations to lessen the impact of your disability, please register with the AAS office at the beginning of each academic term.

**Cross-listed course:**

Please note that a cross-listed course will count in all respective averages no matter under which rubric it has been taken. For example, a PHIL/PSCI cross-list will count in a Philosophy major average, even if the course was taken under the Political Science rubric.

**Intellectual Property.** Students should be aware that this course contains the intellectual property of the instructor, which can include:

- lecture handouts and presentations (e.g., PowerPoint slides)
- lecture content, both spoken and written (and any audio or video recording thereof)
- questions from various types of assessments (e.g., assignments, quizzes, tests, final exams)
- work protected by copyright (i.e., any work authored by the instructor)

Making available the intellectual property of instructors without their express written consent (e.g., uploading lecture notes or assignments to an online repository) is considered theft of intellectual property and subject to disciplinary sanctions as described in Policy 71 – Student Discipline. Students who become aware of the availability of what may be their instructor’s intellectual property in online repositories are encouraged to alert the instructor.

**A respectful living and learning environment for all**

1. It is expected that everyone living, learning or working on the premises of Renison University College will contribute to an environment of tolerance and respect by treating others with sensitivity and civility.
2. Harassment is unwanted attention in the form of jokes, insults, gestures, gossip, or other behaviours that are meant to intimidate. Some instances of harassment are against the law in addition to Renison University College policy.

3. Discrimination is treating people differently because of their race, disability, sex, sexual orientation, ancestry, colour, age, creed, marital status, or other personal characteristics. The Ontario Human Rights Code considers actions and behaviours rather than intentions.