



AFFILIATED WITH THE UNIVERSITY OF WATERLOO

Renison University College
Affiliated with the University of Waterloo
240 Westmount Road N, Waterloo, ON Canada
N2L 3G4

Phone: 519-884-4404 | Fax: 519-884-5135 | uwaterloo.ca/Renison

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), Anishinaabeg, 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.

Fall 2023

Course Code: SOCWK 220R (Section 1)

Course Title: Social Work with Individuals, Theory and Practice 1

Class Times/Location: Tuesdays 6:30 – 9:20 PM Rm. 2106

This course will be delivered on campus and it is expected that students attend.

Instructor: Bianca Bitsakakis
Phone: by request
Email: bfbitsakakis@uwaterloo.ca
Office Hours: by request

Course Description:

A presentation of conventional and progressive perspectives within Social Work including an overview of oppression and social justice which provide some context necessary for the understanding of the individual in the counselling relationship, an introduction to some useful interventions, and the importance of reflexivity and use of self in a helping relationship.

Course Objectives and Learning Outcomes

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

- A. Recognize concepts of oppression and social justice and how these concepts relate to social work practice with individuals.
- B. Describe and demonstrate social work values and principles and their application to ethical practice.

- C. B. Understand the interview as intervention and how it is used throughout the phases of the problem-solving process;
- D. Develop and applying interviewing and assessing skills .
- E. Become a collaborative, problem-solving conversationalist.
- F. Recognizing use of self, power, privilege and intersections of identity and experience through a reflexive lens.
- G. Demonstrate a knowledge of and a beginning use of interviewing techniques, including acquiring the social history of individuals.

Required Texts:

Harms, L & Pierce,J (2020)Working with People: Interviewing and Assessment Skills for Human Service and Social Work Practice (2nd Canadian ed) 2109. Oxford University Press.

Course Requirements and Assessment

Reflexive Use of Self Paper	Week 10, Nov. 22	20%
Mid Term Exam	Week 5, October 17	25%
Video Tape Assignment and Analysis	December 11	35 %
Practice Role Play and Reflection X 2 Weeks 6-9		20 %
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Total		100%

ASSIGNMENTS:

Reflexive Use of Self Journal

The purpose of this paper is too gain perspective and understanding on use of self , communication skills and to practice critical self reflection related to personal communication style in different contexts with different communities.

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 the students own use of communication tools. How we interact also depends on the context or situation in which we find ourselves and our own understanding on social location. Student will complete an identity circle (provided by instructor) to identify personal identity and intersectional identity pieces.

Student will be asked to keep a journal of 5 different and unique conversations that they have had in different contexts, keeping in mind and reflecting on their own identities.

While reflecting on these conversations, students must pay attention to and reference their own:

- a) Does communication change with a power differential
- b) Comfort level in new contexts
- c) Tone of voice; non verbal body language; style of questioning; language used
- d) Differences in communication patterns
- e) Challenges with communication and/or conversation

Journal must be 5-6 pages , in length, double spaced, and must refer to what skills, if any, were recognized and used in these different interactions. **DUE November 22, 2023 at 11:59 PM**

1. Mid-Term Exam - October 17, 2023.

Students will be provided 5 questions in advance of the Exam. 3 of these questions will be chosen to be written in class. Exam questions will be distributed in week 4(prior to reading week). Exam will occur in class. All responses must be double spaced.

- 2. Role Play Reflections** – Students will complete role plays with each other in groups of 3-4, from Weeks 6 - 9. Students will be provided with a Reflection Form on LEARN in weeks 6-9. Each reflection is worth 10 % and will be due the Sunday following class at 11:59 PM. These role plays will be completed during the second part of the class.

3. Videotape Assignment and Analysis Video

Each student is required to videotape an interviewing and assessing role-play for 15 minutes (the student role plays the counsellor and finds a volunteer to role play a client). Student will create a **fictional** scenario for their "client" and is asked not to provide counseling for a real issue that their volunteer is having. This assignment shall not be scripted and the session should be videotaped in one take (not edited).

Analysis

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).

Guiding questions for the analysis portion of assignment:

1. Introduction of the Session

Who is the client? What is the presenting problem?

2. Review of Skills

Describe how the skills you used enhanced/effected/determined the session. Share insights into how skills could have been better utilized as well as what strengths

were brought to the session. Articulate a clear understanding of the level of success while using these skills.

3. Review of Session

Identify how you used your non verbal communication skills in conjunction with your verbal communication skills to show empathy and build relationship. Critically analyze the level of skill and where your strengths were evident. What is your understanding of your role as counsellor and areas for improvement.

4. Overall Review

Analyze your overall performance in session. Reflect with clarity your ability to utilize all skills to provide a successful counselling session. Provide evidence of learning through this exercise.

This analysis is to be in essay form, double spaced.

Videotape assignments are to be submitted into the DropBox via Youtube link. Due : December 11, 2023 11:59 PM.

Counselling role play = 18 marks

Written critique = 12 marks

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

Sept. 12 Introduction to Helping; Social Work Values
Chapter 1

WEEK 2

Sept. 19 Understanding Communication and Change
Chapter 2

WEEK 3

Sept. 26 Diversity and Preparing for Practice.
Chapters 3 & 4
Supplemental Reading:
Challenging Oppression and Confronting Privilege – Mullaly, B & West, J.
Social Justice Approach to Social Work – Finn, J.

WEEK 4

Oct. 3

Sustaining Self and Establishing a Good Working Relationship
Initial Contact; Confidentiality; Engagement
Chapter 5 & 6
Exam Questions Distribution

October 7-15 Reading Week No Classes**Week 5**

Oct 17

**Mid Term Exam
In Class****WEEK 6**

Oct. 24

Communication and Building the Story
Chapters 7
Practice Skills: Establishing Client's Story; Questions; Verbal Skills

WEEK 7

Oct. 31

Paraphrasing and Summarizing
Chapter 8
Practice Skills: Reflecting; Summarizing Skills

WEEK 8

Nov. 7

Assessing and Assessing Risk
Chapter 9 & 10
Practice Skills: Scenarios

WEEK 9

Nov. 14

Consolidation and Review
Practice Skills and Role Play

WEEK 10

Nov. 21

Intervention Skills: Crisis and Cognitive Behavioural Skills
Chapter 11 & 12

WEEK 11

Nov. 28

Intervention Skills: Narrative; Solution Focused; Feminist; Critical Theory
Chapter 14**WEEK 12**

Dec. 5

Finishing the Work
Chapter 15**BIBLIOGRAPHY**

Code of Ethics, ©Canadian Association of Social Workers, 2005.

IMPORTANT COURSE INFORMATION**Late Work**

Students will be penalized 1 mark per day for late assignments.

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 **Fall 2023**, the established examination period is **December 8 – December 21**. 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>) NOTE: There is not a Final Exam in this class.

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 \(https://uwaterloo.ca/academic-integrity/\)](https://uwaterloo.ca/academic-integrity/) and the [Arts Academic Integrity webpage \(https://uwaterloo.ca/arts/current-undergraduates/student-support/ethical-behaviour\)](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 \(https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/guidelines/guidelines-assessment-penalties\)](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 from 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

Everyone living, learning, and working at Renison University College is expected to contribute to creating a respectful environment free from harassment and discrimination.

If you experience or witness harassment or discrimination, seek help. You may contact Credence & Co., Renison's external anti-harassment and anti-discrimination officers, by email (info@credenceandco.com) or by phone (519-883-8906). Credence & Co. is an independent K-W based firm which works with organizations toward thriving workplace cultures, including professional coaching, consulting, facilitation, policy development, conflict mediation and ombudsperson functions.

Harassment is unwanted attention in the form of disrespectful comments, unwanted text messages or images, degrading jokes, rude gestures, unwanted touching, or other behaviours meant to intimidate.

According to the Ontario Human Rights Code, discrimination means unequal or different treatment causing harm, whether intentional or not, because of race, disability, citizenship, ethnic origin, colour, age, creed, marital status, sex, sexual orientation, gender identity, and gender expression, or other personal characteristic.