

# North Central Michigan College

Date Last Revised October 1, 2002 ++

DIVISION/AREA: Sciences and Human Services DEPARTMENT: Social Work

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DIVISION DIRECTOR: Polly Flippo ORIGINATOR: Polly Flippo

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DEAN OF INSTRUCTION: Timothy Dykstra, PhD

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TOTAL HOURS OF INSTRUCTION: LECTURE: 3 LAB: 0 TOTAL CONTACT HOURS: 3

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COURSE NUMBER: 130 CREDIT HOURS: 3-0

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COURSE TITLE: Social Interviewing Skills

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TRANSFERABLE YES: NO: TO: Ferris State University

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PREREQUISITE(S)/COREQUISITE(S)/ADVISORY:

None

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## CATALOG DESCRIPTION:

Introduction to types, purposes, and stages of interviewing. Basic empathy training. Skill development for observation, listening, non-verbal communication, rapport building, information giving, and information gathering. Beginning training in recording and documentation. Emphases on self-monitoring and working with culturally diverse, oppressed, or psychologically maladaptive clients.

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## GENERAL EDUCATION OUTCOMES:

The purpose of General Education requirements in our degree programs is to enable students to develop their ability to reason, to communicate effectively in both oral and written form, and to acquire sufficient knowledge of their heritage to participate fully in society and the world.

Communicates Effectively

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## COURSE OBJECTIVES & OUTCOMES:

By the end of the course, the student will:

1. Gain a survey knowledge of the types and purposes of social work interviewing.
2. Conceptualize the interview process as a helping process, including basic developmental stages.
3. Through self-assessment, to become more self-aware as a potential helping professional, especially concerning blockages to communication, including the worker's own values and cultural stereotypes related to clients from special populations, e.g., clients distinguished by ethnic background, age, sex, religion, disablement, sexual orientation, and socio-economic class.

4. Gain in-depth understanding of aspects of nonverbal communication which are critical to interviewing.
  5. Gain in-depth understanding of the factors of good listening.
  6. To conceptualize the rapport-building skills and attitudes of positive regard, empathy, genuineness, controlled emotional involvement, tolerance for human diversity, and practitioner optimism about the ability of individuals to change.
  7. Conceptualize various exploration skills, e.g., verbal following, focusing, probing, seeking clarification, partializing, etc.
  8. Gain beginning appreciation for factors involved in observation of clients.
  9. Gain beginning appreciation for elements of recording and documentation.
  10. Through elaboration and illustrative application, to gain clear understanding of the concept of confidentiality and also to gain understanding of various legal duties of helping professionals, i.e., duty of care, to respect privacy, to inform, to report, and to warn.
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## METHODS OF INSTRUCTION:

Lecture, discussion, case studies, videos.

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## METHODS OF EVALUATION:

Written tests, written exercises, audio/video tapes, audio/video tape evaluations

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## REQUIRED TEXTS:

Current editions of a

Social work skills text  
Social interviewing text

## OPTIONAL SUPPLEMENTARY MATERIALS:

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Reasonable accommodations may be provided for students with documented physical, sensory, cognitive, systemic, and/or psychiatric disabilities. Please contact the Education Opportunity Program (EOP) at (231) 348-6687 to arrange services for this course.

TIME ALLOWANCE AND SEQUENCE OF INSTRUCTION:

COURSE OUTLINE:

- I.Purposes and Types of Social Work Interviewing Week 1
- I. Interviewer Self-Awareness, Week 2-5  
including self-assessment
- A. one's own family
  - B. current situational factors
  - C. self-esteem
  - D. acceptance of others
  - E. communication blockages due to cultural stereotyping
  - F. assertiveness
  - G. readiness for social work practice
- II. Preview of Social Work Values, and Ethics, with Week 5-8  
Special Attention to Values and Ethics Related  
To Interviewing:
- A. fundamental values
  - A. legal duties
  - B. more on confidentiality
  - C. controlled emotional involvement
  - D. tolerance for human diversity
  - E. interviewer optimism
  - F. ethical decision making
- III. Talking and Listening: the Importance of Nonverbal Week 9  
Communication
- IV. Overview of the Values and Related Skills Week 10  
Of Unconditional Positive Regard, Empathy,  
and Genuineness
- VI.Overview of Interviewing Stages Week 11
- VII.Preparing Week 12
- VIII.Beginning Week 13
- IX Exploring Week 14
- X.Beginning Observation and Recording Skills Week 15
- FINAL Week 16

APPROVED FOR ADOPTION BY THE CRD/AP COMMITTEE ON \_11/30/01