

CPSY 420 001 and 002 FA2016
Counseling Skills

Section 001: Wednesdays, 1:40-4:00 pm, CLC 323

Section 002: Thursdays, 4:15 – 6:45 pm, CLC 304

Rufus R. Gonzales Ph.D.
Lewis Towers 1033
(312) 915-6378
Skype ID: rufus.gonzales; rgonza1@luc.edu

Course Description

This course is designed to help students understand and practice basic professional counseling with a diverse range of clients. It is a workshop-centered and practice-oriented course that is designed to be a safe place to explore new skills. We will emphasize analyses of your own counseling styles and performance. These analyses will grow out of your skill development. In teaching this course, your facilitators and I have two primary goals: (1) to help you develop knowledge of counseling skills that are used by counselors in a range of settings, and (2) to give you opportunities practice these skills under supervision.

Objectives

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

1. Understand the skills necessary for developing effective communication that promotes cooperation, understanding, and interests in others.
2. Help individuals identify and express their feelings.
3. Understand the skills necessary to build a therapeutic and trusting relationship with a diverse range of clients.

In order to accomplish these goals, lectures are supplemental to the readings; that is, it is presumed that you will have read the assigned readings, and that you will actively participate in the subsequent lecture with questions and/or comments.

IDEA Objectives for Course Evaluation:

Essential: Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course.

Important: Developing skill in expressing oneself orally or in writing.

Standards and Assessments

Conceptual Framework Standard CFS2: Candidates apply culturally responsive practices that engage diverse communities. This standard will be assessed through audiotape and videotape practice counseling sessions.

Standard 3 - Personal/Social Development Domain

- The competent school counselor understands the developmental needs of the school age population and develops programs and interventions that promote optimum personal and social development.
- 3E. Understands the skills necessary for developing effective communication skills that promote cooperation, understanding, and interest in others.*
- 3J. Helps students identify and express feelings.*

Standard 6 - Responsive Service: Individual Counseling

- The competent school counselor understands and utilizes a variety of individual counseling strategies and provides appropriate referral services.
- 6A. Understands the theory and process of various individual counseling approaches for crisis or short-term situations (brief counseling strategies).*

Standard 19 - The Helping Relationship

- The competent school counselor possesses knowledge and skills necessary to establish appropriate helping relationships as a professional school counselor in a school setting.
- 19D. Understands the counseling process and is aware of various skills, methods, and behaviors used in both prevention and intervention.*
- 19E. Understands the skills necessary to build a therapeutic and trusting relationship with a client.*

*Assessed through videotapes & audiotapes of mock counseling sessions, inner process transcriptions, personal journal, & final paper.

Required Texts

Ivey, A.E., Ivey, M.B., & Zalaquett, C.P. (2014). *Intentional Interviewing and Counseling, Facilitating Client Development in a Multicultural Society* (8th ed.). Belmont, CA: Thomson Brooks/Cole. ISBN: 978-0-285-06535-9

Required Articles

Buser, T.J., Buser, J.K., Peterson, C.H. & Seraydarian, D.G. (2012). Influence of Mindfulness Practice on Counseling Skills Development. *Journal of Counselor Preparation and Supervision, (4) 1*, 20-36. DOI: 10.7729/41.0019

Heath, T. (1993). "The curious therapist: Words, tone and inflection" in Rambo, A. H., Heath, A. & Chenail, R. J. (Eds.), *Practicing therapy: Exercises for growing therapists*. New York: W.W. Norton.

Sue, D. W. (2010). Microaggressions, marginality and oppression: An introduction. *In Microaggressions and marginality: Manifestation, dynamics, and impact* (pp. 3-22).

Hoboken, N.J.: Wiley.

Van Velsor, P. (2004). Revisiting basic counseling skills with children. *Journal of Counseling & Development*, 82(3), 313-318. DOI: 10.1002/j.1556-6678.2004.tb00316.x

Walsh, R. (2011). Lifestyle and mental health. *American Psychologist* (66) 7, 579–592. DOI: 10.1037/a0021769

Technology

This course will utilize technology to aid in communication, posting of course materials and instruction, and submission of assignments.

The Sakai website will contain a general overview of the course expectations and outcomes, readings, assignments and supplemental resources. The Sakai course page will provide a convenient hub for all course communications and assignments. When communicating with the course instructor about this course, please send messages through Sakai (as opposed to email). This will be discussed in class.

The Sakai website is:

Section 001: https://sakai.luc.edu/portal/site/CPSY_420_001_1606_1166

Section 002: https://sakai.luc.edu/portal/site/CPSY_420_002_4106_1166

You will be able to locate journal articles elucidating course topics through the Library's PsychInfo search engine. You also will be using videotape and audiotape equipment to record and present your mock counseling sessions.

Audio and Video Recording

Students should bring a working digital audio recorder to every class. During the small group sessions, you may be asked to bring in recordings of practice sessions for review by your facilitator and small group. Additionally, you may be asked to audio record small or large group practice sessions during class time so that you can reflect on them in journals or homework assignments.

Three major assignments for the course involve videotaping a mock therapy session. You will need to use a digital video recorder for both sessions so that you can upload a link to the session for review by the instructor and your small group facilitators.

In all cases, video and audio recorded materials for class should be clear in both picture and sound. It will be important to secure and test your equipment during the first two weeks of class so that you the use of the technology does not become problematic later on in the course.

Course Structure

Each class period will begin with a mindfulness exercise that will last approximately 10-15

minutes, followed by a brief class discussion. It is very important that you arrive to class on time so as not to interrupt the exercise. If you do not arrive on time, you will be asked to wait to enter the classroom until after the exercise has been completed. A sign will be posted on the door reminding students not to enter until after the exercise has been completed. If you are late to class, you will be asked to complete a mindfulness exercise on your own and write a brief reflection in order to receive credit for participation.

After the mindfulness exercise is completed, course content for the week will be reviewed. This will involve group discussion, lectures, and classroom exercises. This will vary from week to week depending on the topic.

During the second half of each class period, students will be broken up into small groups (approximately 5-6 students per group), each led by a doctoral student facilitator/teaching assistant. The facilitator will work with each small group to practice the skills learned in class. The facilitator will be partially responsible for grading student progress toward counseling skill development.

Small Group Facilitators

Section 001 (Wednesday 1:40 – 4:00 pm):	Break out room
Louis Formica, (lformica@e.luc.edu)	CLC 324
Daewon Kim, (dkim15@luc.edu)	CLC 424
Huabing Liu, (hliu5@luc.edu)	CLC 534
Section 002 (Thursday 4:15 – 6: 45 pm):	
Plamena Daskalova, (pdaskalova@luc.edu)	CLC 324
Lincoln Hill, (lhil10@luc.edu)	CLC 424

Assignments

Mid-semester Feedback Survey (not graded)

At the beginning of the sixth week of class you will be required to submit an anonymous on-line feedback survey. The feedback will be used to update or make any changes to the course that might be helpful to the development of your counseling skills.

Class Participation (deductions taken for lack of participation)

You will be expected to attend all class meetings on time, to read the assigned readings and to watch any assigned films or other media prior to class meetings. Participation grades also will reflect your professional behavior and active participation in all class activities in ways that reflect the counseling skills we are learning (e.g., eye contact toward peers and other speakers, open body language, minimal encouragers in class discussions). Your participation will be determined weekly by both the instructor and your small group facilitator. Feedback and

Grading: Successful participation in each class meeting will not affect your course grade. However, if you do not meet the class expectations for participation, you will receive a course deduction of up to two points (or two percent) per class. If a class period is missed and excused by the instructor, you may complete a short written assignment and/or exercise in order to get credit for class participation on that day.

Journal Reflections/Homework Assignments (20%)

Each week you will be asked to reflect on your experience with course material in the form of a journal. The journal entries may be straightforward reflections based on weekly experiences in class or you may be asked to complete outside exercises (such as self-reflections, mini mock sessions, or watching video or other media). The journal is an opportunity for you to express and reflect on your satisfactions and frustrations as you move toward the process of becoming a counselor (or of incorporating counseling approaches into your non-counseling work). The journals are kept private and will be read only by your facilitator and/or instructor. Journals should be two full pages (12 point font, double spaced, with one inch margins).

Journals are electronically submitted in Sakai and are due at the start of class. All journal entries will be given feedback by your small group facilitator, but will also be reviewed by the course instructor. There will be no homework/journal assignments due on days when video recordings or the final paper are to be submitted. There will be 10 Journal Reflections due throughout the semester. Many of the journal assignments require a significant amount of time to complete. Although they are not heavily weight toward your course grade, they will significantly enhance your counseling skills and ultimately your performance on the video assignments. Feedback and Grading: Journal grading will be based on completion of homework assignments (if applicable) and the depth of reflection on your experience of the assignments and exercises. Each journal will be a portion of the overall Homework Assignments/Journal Reflection grade (there are 9 assignments due over the course of the semester, each worth 2.3 points).

Video Recorded Session 1 (20%)

You will video record one brief (7-10 minutes) mock session with a role-play partner in class. You will be paired with this partner for the other two video recording assignments. The interviewee should identify an area in their life that is concerning and/or that they would like to change. They should select an issues they are comfortable talking about and sharing with the instructor and the small group facilitator. Students should choose to discuss a topic that feels safe or contained to them.

The focus of this assignment will be for the interviewer/counselor to demonstrate session management skills as well as the basic listening skill of Attending. Additionally, the counselor is expected to demonstrate an ability to empathically respond to the client's perspective, allowing her or him to explore it. The counselor should not try to help the client solve their problem, make a decision or come to a conclusion.

After video recording the session, you will be required to review the video and write a self-evaluation paper on your internal experiences as well as an evaluation of your session management skills and Attending behaviors. This paper should be 3-5 pages in length (11 pt type, one-inch margins with 1.5 line spacing).

In summary, you should submit the following components:

- 7-10 minute video recorded mock therapy session (provide a link to the video through Sakai)
- Self-evaluation paper (uploaded to Sakai)

Feedback and Grading: The instructor will review and grade your video submission. The small group facilitator will review and grade your self-evaluation paper. The grading rubric will be posted on Sakai.

Video Recorded Session 2 (25%)

You will video record one brief (20-25 minutes) mock session with a role-play partner from class (the same partner from the first assignment). The mock client should identify an area in their life that is concerning and/or that they would like to change. You may continue the discussion/topic you had with them from the first video assignment, but it is not necessary if they do not want to discuss it. However, you should still acknowledge the previous conversation with them. The client should select an issues they are comfortable talking about and sharing with the instructor and the small group facilitator. Students should choose to discuss a topic that feels safe or contained to them.

The counselor will be expected to demonstrate an ability to respond to the client in an empathic way, through consistent and appropriate use of the basic listening skills (i.e., at least one use of each) that have been taught up to that point in the course (the major skills sets which are covered in the Ivey and Ivey text):

- opening of the session
- closing of the session
- ethical and multicultural perspectives
- attending behaviors
- observation skills
- opening communication (open and closed questions)
- paraphrasing
- summarization
- encouraging
- reflection of feeling

Additionally, the counselor is expected to demonstrate a consistent ability to empathically

respond to the client's perspective, allowing her or him to explore it. Remember that the focus of the interview is to explore the client's experience, not to solve their problem or come to a conclusion. This will be an important factor in grading the assignment.

After video recording the session, you will be required to transcribe and evaluate a 10 minute segment of the session. The transcription should contain the following components:

- A time stamp of each verbal comment or important non-verbal action
- The Client verbal comments or important action
- The Counselor comments or important action
- The skill demonstrated by the counselor
- Internal process comments including:
 - Your experience and your choices
 - Observations of the client experience

A sample grid and list of skill codes is below. A sample transcript will be posted on Sakai.

Finally, you should complete a Self-evaluation paper, summarizing the session and your performance.

In summary, you should submit the following three components:

- 20-25 minute video recorded mock therapy session (provide a link to the video through Sakai)
- 10 minute transcript, evaluation and internal process grid (uploaded to Sakai)
- Self-evaluation form (uploaded to Sakai)

Feedback and Grading: Small group facilitators will review your video recording and provide feedback on the Self-evaluation paper. The instructor will review the video and transcript, and provide feedback on both the video and your transcript. The grading rubric will be posted on Sakai.

Video Recorded Session 3 (25%)

The focus of this third video recording will be again to highlight the session management and basic listening skills as well as to incorporate some of the higher level skills discussed during the second half of the semester.

Again, you will conduct a 20-25 minute interview with the same person you interviewed for the first two assignment (in the rare case that you have worked with the instructor or your TA to create an exception to using the same partner, that is fine). It is preferable that you interview your partner on the same topic area, if they feel comfortable doing so. You should clearly discuss the intent/purpose/topic of the interview at the beginning of the session.

After video recording the session, you will be required to submit a timed stamped review of the

interview. In the timed stamp review, you should review the entire recording pointing out your use of each of the skills listed below:

Session Management Skills

- Opening of the session
- Closing of the session
- Attention to diversity

Basic Listening Skills

- Attending Skills (minimal encouragers, body language, etc)
- Empathy/Genuineness
- Questions
- Paraphrasing/Summarizing Skills
- Feeling Reflection Skills

Advanced Skills (you will identify the use of two advanced skills in your video, see grading rubric below)

- Empathic Confrontation
- Reflecting and Exploring Meaning
- Interpreting
- Self-disclosure
- Feedback

In addition to identifying where you use a skill in the time stamped review, you should discuss why you think the skill is successful. Identify the interventions that you think exemplify your skill in each of the categories. You do not need to identify every skill that you use, however you must identify and discuss enough of each skill so that the instructor and TA can evaluate your performance. You should pay special attention to the skills that received a rating of 1 or 2 in your first two recording assignments, and highlight where you do those successfully in the second video.

Finally, you should complete a 3-4 page Self-reflection paper, summarizing the session and your performance. In the self-reflection address the following:

- Your overall reflection of the session
- A review of your counseling skills
- A discussion of how the first two video recorded sessions informed your third interview. This should include both what you learned about yourself as an interviewer, but also what you learned from the client that you used during the last interview. What did you do differently in the third interview as a result of having done the first two?

In summary, you should submit the following three components:

- 20-25 minute video recorded mock therapy session (provide a link to the video through Sakai)
- A timed stamped review of the entire video, highlighting your counseling skills (uploaded to Sakai)
- Self-reflection paper (uploaded to Sakai)

Grading and Feedback: Small group facilitators will review your video recording and provide feedback on the Self-evaluation paper. The instructor will review the video and time-stamped review. The grading rubric will be posted on Sakai.

Final Reflection Paper (10%)

At the end of the semester you will submit a self-analysis paper that asks you to look at your development throughout the course, as well as reflect on how your natural style as a helping professional would fit with one or more theoretical orientations/perspectives. In the paper you should address the following:

- You assessment of your counseling skills, personal values, and understanding of the role of the professional helper prior to engaging in course materials
- What you learned about yourself and your development in these three areas throughout the semester
- Select a counseling theory or perspective (chosen from those studied in this class, in another class or one of your own choosing), briefly describe the tenants of the philosophy, and then discuss how what you currently know about your skills, values and professional identity goes along with or is in conflict with the theoretical perspective that you have chosen

Grading and Feedback: This assignment will be graded by your small group facilitator and reviewed by the instructor. It should be 6-8 pages in length (not including cover pages or references) and should be written in APA style. Each of the three sections outlined above are worth 3 points each and your overall writing style will be worth 1 points (for a total of 10 points).

Schedule:

Date	Topic	Required Reading
8/31 or 9/1 Week 1	Course Orientation Toward Intentional Interviewing and Counseling Mindfulness and counseling	No readings
	<ul style="list-style-type: none"> • <i>No assignments due</i> 	
9/7 or 9/8 Week 2	Counseling skills overview and process, Wellness Model	Ivey et al. Chapters 1 and 2 Buser et al. article
	<ul style="list-style-type: none"> • <i>Journal/Homework assignment 1 due by the start of class</i> 	
9/14 or 9/15 Week 3	Session Management, Ethics, RESPECTFUL Model and social identities	Ivey et al. Chapters 1 and 2
	<ul style="list-style-type: none"> • <i>Journal/Homework assignment 2 due by the start of class</i> 	
9/21 or 9/22 Week 4	Attending skills, empathy and genuineness	Ivey et al. Chapter 3
	<ul style="list-style-type: none"> • <i>Journal/Homework assignment 3 due by the start of class</i> 	
9/28 or 9/29 Week 5	Attending skills, empathy and genuineness	Van Velsor article
	<ul style="list-style-type: none"> • <i>Journal/Homework assignment 4 due by the start of class</i> 	
10/5 or 10/6 Week 6	Observation Skills	Ivey et al. Chapter 4 Heath/Rambo Ch. 8
	<ul style="list-style-type: none"> • <i>Video Recorded Session 1 due by the start of class</i> 	
10/12 or 10/13 Week 7	Questions	Ivey et al. Chapter 5
	<ul style="list-style-type: none"> • <i>Journal/Homework assignment 5 due by the start of class</i> • <i>Mid-semester anonymous feedback survey due by the start of class</i> 	
10/19 or 10/20 Week 8	Active Listening Reflecting Feelings	Ivey et al. Chapters 6 and 7 Sue, Capodilupo et al. article
	<ul style="list-style-type: none"> • <i>Journal/Homework assignment 6 due by the start of class</i> 	
10/26 or 10/27	Focusing	Ivey et al. Chapter 9

Week 9	• <i>Video Recorded Session 2 due by the start of class</i>	
11/2 or 11/3 Week 10	Empathic Confrontation	Ivey et al. Chapter 10
	• <i>Journal/Homework assignment 7 due by the start of class</i>	
11/9 or 11/10 Week 11	Reflecting and Interpreting	Ivey et al. Chapter 11
	• <i>Journal/Homework assignment 8 due by the start of class</i>	
11/16 or 11/17 Week 12	Self-disclosure, Feedback, TLCs	Ivey et al. Chapters 12 & 13 Walsh article
	• <i>Journal/Homework assignment 9 due by the start of class</i>	
11/23 or 11/24 Week 13	No class or Readings, Thanksgiving Holiday	
11/30 or 12/1 Week 14	Integration with Theory Personal Style	Ivey et al. Chapter 15 and 16
	• <i>Video Recorded Session 3 due by the start of class</i>	
12/7 or 12/8 Week 15	Feedback Termination Course Wrap-up	No readings
	• <i>Final Reflection Paper due by the start of class</i>	

Grading Policy: Before each assignment is due, the instructor will discuss the criteria for grading. For the course grade, the total accumulation of points will be used to determine your grade based on the following:

100-93 points	A	79-77 points	C+
92-90 points	A-	76-73 points	C
89-87 points	B+	72-70 points	C-
86-83 points	B	69-67 points	D+
82-80 points	B-	66-60 points	D
		59-	F

A grade of 82 or below will require the student to retake the course before being eligible to apply for and accept a counseling practicum.

Late assignments will not be accepted without previous permission of the instructor. If an

extension is granted, grades will be lowered by 10% for every day the assignment is late. Therefore, any anticipated situations that may affect turning in materials on time should be discussed with the instructor.

IDEA Course Evaluation Link for Students

Each course you take in the School of Education is evaluated through the IDEA Campus Labs system. We ask that when you receive an email alerting you that the evaluation is available that you promptly complete it. To learn more about IDEA or to access the website directly to complete your course evaluation go to: <http://luc.edu/idea/> and click on **STUDENT IDEA LOGIN** on the left hand side of the page.

LiveText

All students, except those who are non-degree, must have access to LiveText to complete the benchmark assessments aligned to the Conceptual Framework Standards and all other accreditation, school-wide and/or program-wide related assessments. You can access more information on LiveText here: [LiveText](#).

Diversity

Your program is committed to issues of diversity including, but not limited to, race, gender, sexual orientation, social class, ethnicity, ability status. This class is designed to facilitate your development as a culturally competent professional, able to work effectively with diverse clients and communities.

Syllabus Addendum Link

- www.luc.edu/education/syllabus-addendum/

This link directs students to statements on essential policies regarding *academic honesty*, *accessibility*, *ethics line reporting* and *electronic communication policies and guidelines*. We ask that you read each policy carefully.

This link will also bring you to the full text of our conceptual framework that guides the work of the School of Education – ***Social Action through Education***.

Dispositions

All students are assessed on one or more dispositional areas of growth across our programs: ***Professionalism, Fairness, and the Belief that All Students Can Learn***. Professionalism is assessed by examining your conduct as a student both in your interactions with the instructor as well as other students. Students who show impairment in this regard may be assessed as deficient. Students who exhibit exemplary conduct will be assessed as such on this dimension. Fairness is an indication of how you perceive your future clients in terms of social justice issues. Students who show impairment in this regard may be assessed as deficient. Students who

exhibit exemplary conduct will be assessed as such on this dimension. Disposition data is reviewed by program faculty on a regular basis. This allows faculty to work with students to develop throughout their program and address any issues as they arise. Dispositions Assessment Rubric (see LiveText):

Professionalism IL-LUC-DISP.1	Candidate demonstrates exceptional professional and ethical behavior when interacting with fellow students, staff, faculty, supervisors, and clients	Candidate demonstrates professional and ethical behavior when interacting with fellow students, staff, faculty, supervisors, and clients.	Candidate does not demonstrate professional and ethical behavior when interacting with fellow students, staff, faculty, supervisors, and clients
	Candidate demonstrates a working knowledge of professional and ethical behavior by demonstrating an understanding of the ACA ethical principles (school and community counseling students) and APA ethical principles (counseling psychology students) via performance in course.	Candidate demonstrates a basic knowledge of professional and ethical behavior by demonstrating an understanding of the ACA ethical principles (school and community counseling students) and APA ethical principles (counseling psychology students) via performance in course.	Candidate fails to demonstrate an understanding of ACA ethical principles (community and school counseling students) and APA ethical principles (counseling psychology students) via substandard course work performance.
	Candidate demonstrates a working knowledge of professional and ethical behavior by demonstrating an understanding of the ACA ethical principles (school and community counseling students) and APA ethical principles (counseling psychology students) via work and interaction with supervisors and clients in field placements.	Candidate demonstrates a basic knowledge of professional and ethical behavior by demonstrating an understanding of the ACA ethical principles (school and community counseling students) and APA ethical principles (counseling psychology students) via work and interaction with supervisors and clients in field placements.	Candidate fails to demonstrate an understanding of ACA ethical principles (community and school counseling students) and APA ethical principles (counseling psychology students) via demonstrated unprofessional or unethical conduct with supervisors and clients in field placements.
LUC-DISP.2	Candidate is able to demonstrate exceptional knowledge of multicultural issues in counseling.	Candidate demonstrates knowledge of multicultural issues in counseling	Candidate fails to demonstrate a working knowledge of multicultural issue in counseling.
	Candidate regularly demonstrates the ability to respond in a multi-culturally competent manner when interacting with fellow students, faculty, staff, supervisors and clients.	Candidate has the ability to respond to others in a multi-culturally competent manner.	Candidate demonstrates unfairness and a lack of multi-cultural sensitivity in professional interactions.
All Students Can Learn IL-LUC-DISP.3	Candidate regularly demonstrates through professional practice deeply held beliefs that all students and clients are capable of cognitive, social, psychological, and emotional development.	Candidate sometimes demonstrates, through practice, that students and clients, regardless of severity of learning deficits, developmental needs, or presenting problems are capable of growth.	Candidate fails to demonstrate respect for, and an understanding of, the growth potential of all students and clients, regardless of their circumstances or current levels of development.
	All candidate interactions with clients and students are highly respectful and sensitive to individual student and client needs, especially in the area of human development and learning.	Some candidate interactions with clients and students are highly respectful and sensitive to individual student and client needs, especially in the area of human development and learning.	Few candidate interactions with clients and students are highly respectful and sensitive to individual student and client needs, especially in the area of human development and learning.