

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**



COURSE OUTLINE

HUSV 420: SEMINAR IN HUMAN SERVICES

Prepared By: John T. Nixon, PhD

Revised By: Jennifer Waite, LMSW, HS-BCP, August 2013

Reviewed and Revised: Jennifer Waite, LMSW, HS-BCP, CASAC, April 2015

**SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCES DEPARTMENT
APPLIED PSYCHOLOGY
MAY 2015**

- A. **TITLE:** Seminar in Human Services
- B. **COURSE NUMBER:** HUSV 420
- C. **CREDIT HOURS:** 3
- D. **WRITING INTENSIVE COURSE:** No
- E. **COURSE LENGTH:** 15 weeks
- F. **SEMESTER(S) OFFERED:** Fall and Spring
- G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY:**
3 lecture hours per week
- H. **CATALOG DESCRIPTION:** Issues related to public policy, professional behavior, interpersonal dynamics, and work-related skills related to human service settings will be the focus. Students will also be expected to pursue placements for HUSV 421. Students must obtain program faculty approval before registering.
- I. **PRE-REQUISITES/CO-REQUISITES:**
 a. Pre-requisite(s): HUSV 201 Intro to Human Services
 PSYC 310 Theory and Practice of Counseling
 or permission of instructor
 b. Corequisite: HUSV 421 Practicum in Human Services
- J. **GOALS (STUDENT LEARNING OUTCOMES):**
By the end of this course, the student will:

<i>Course Objective</i>	<i>Institutional SLO</i>
a. Participate in a seminar which will cover the application of human systems approaches coupled with lifespan development issues in a real world setting.	1. Communication 3. Prof. Competence
b. Describe issues related to society as major developmental risk factors.	1. Communication 2. Crit. Thinking
c. Identify successful models for working with human service agencies.	3. Prof. Competence 4. Interpersonal- Intrapersonal Skills
d. Evaluate successful personal skills in work with human service agencies.	3. Prof. Competence 4. Interpersonal - Intrapersonal Skills
e. Analyze intervention strategies used in human services.	1. Communication 2. Crit. Thinking 3. Prof. Competence
f. Identify practical issues for work within human service agencies, including dress, behavior, understanding office dynamics and organizational	3. Prof. Competence

hierarchies.	
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K. TEXT:

Switzer, H. Frederick, & M. King. (2014). The Successful Internship, 4th Ed., CA: Brooks/Cole.

L. REFERENCE:

Chang, V., S. Scott, & C. Decker.(2013). Developing Helping Skills, A Step-by-Step Approach to Competency, 2nd Edition. CA: Brooks/Cole.

Egan, G.(2006). The Skilled Helper; 8th Edition, CA: Thomson

M. EQUIPMENT:

Video recording and editing equipment

N. GRADING METHOD: Based on 100 points, 90-100 = A, 86-89 = B+, 80-85 = B, 76-79 = C+, 70-75 = C, 66-69 = D+, 60-65 = D, 59 and below = F

O. MEASUREMENT CRITERIA/METHODS

Class Participation	20%	Written Assignments	40%
Midterm Exam	20%	Final Exam	20%

P. DETAILED COURSE OUTLINE:

- I. Importance of Self-Understanding
 - A. Influences on Personal Development
 - B. Influences of Culture, Race, and Ethnicity
 - C. Review of human services
 - 1.) Socio-cultural context
 - 2.) Economic-governmental context
 - 3.) Psychological context
 - 4.) Historical context
- II. Understanding and Perceiving Self and Others
 - A. Constructivist Perspective
 - B. Family Systems
 - C. Ecological Perspectives
 - D. Strengths Perspectives
 - E. Resilience Perspective
 - F. Empowerment Perspective
 - G. Dual Perspectives
- III. Values, Ethics, and Legal Obligations
 - A. Personal Values
 - B. Professional Values
 - C. Confidentiality
- IV. Professionalism and Professional Relationships
 - A. Acting in a Professional Manner
 - B. Professional Roles/Dress to Impress
 - C. Developing a Professional Identity
 - D. Using Supervision

- E. Engaging in Career-Long Learning
- V. Developing Working Relationships
 - A. Helping Relationships
 - B. Core Interpersonal Qualities
 - C. Common Mistakes
- VI. Basic Interpersonal Skills
 - A. Good Observation
 - B. Attending to Clients
 - C. Listening
 - D. Expressing Warmth
- VII. Opening and Closing a Meeting
 - A. Beginning a First Meeting
 - B. Closing a Meeting
- VIII. Expressing Understanding
 - A. Expressing Empathy
 - B. Reflecting Feeling
 - C. Reflecting Meaning
- IX. Gaining Further Understanding
 - A. Using Questions
 - B. Common Mistakes
- X. Developing Deeper Understanding
 - A. Need to Develop Deeper Understanding
 - B. Focusing on Strengths and Positive Factors
- XI. Assessing Readiness and Motivation
 - A. Stages of Readiness to Change
 - B. Assessing Stages of Change
 - C. Social Cognitive Theory
 - D. Assessing Motivation to Change
- XII. Identifying Key Problems or Challenges
 - A. Understanding the Client's Problems
- XIII. Establishing Goals
 - A. Identifying General Goals
 - B. Monitoring Progress and Alliance
- XIV. Taking Action
 - A. Identifying Steps
 - B. Evaluating, Organizing, and Planning the Steps
 - C. Skills to Enhance Achievement of Steps
- XV. Evaluating and Ending Professional Relationships
 - A. Evaluating Progress
 - B. Ending Professional Relationships

- Q. LABORATORY OUTLINE:** N/A
- R. READING AND WRITTEN ASSIGNMENTS:** See attached or refer to Angel Website for complete reading and assignment instructions.
- S. WRITTEN ASSIGNMENT DUE DATES:** All assignments are due on the Sunday of the week assigned for full credit. Late assignments will be assessed two points per day for lateness. However all assignments submitted later than twenty days will receive a 59. Assignments due in the first half of the semester will cease to be acceptable for submission on October 20th for the first half and December 8th for the second half of the semester.
- T. ATTENDANCE POLICY:** Class attendance is expected. Each student is responsible for getting missed notes, handouts, etc. from another student in the event of an absence. Class participation grade will reflect attendance and skill demonstration.
- U. CLASSROOM CONDUCT:** Students are expected to comply with all academic and behavioral standards established in the SUNY Canton Code of Student Conduct, Rights & Responsibilities (Code). The Code is published in the Student Handbook and is accessible from the SUNY Canton homepage (www.canton.edu). Printed copies can be obtained in the Dean of Students' Office (Faculty Office Building Room 604).

THE INSTRUCTOR HAS THE RIGHT TO MODIFY ANY SECTION OF THE SYLLABUS. EACH STUDENT IS RESPONSIBLE TO READ AND UNDERSTAND THE SYLLABUS.