



HSWR-103 – Counselling Skills

Health and Human Services

Effective Term & Year: Winter 2025
Course Outline Review Date: 2030-03-01

Program Area: Child Youth and Family Studies

Description:

This course introduces students to introductory interviewing and counselling skills that are needed for developing rapport, trust, and empathy in relationships with the clients they serve. Students develop skills in using invitational strategies, reflecting feelings and content, summarizing information, challenging perceptions, conducting assessments, and goal setting. Throughout the course there is an emphasis on self-reflection and self-evaluation.

Program Information:

This course is required for completion of the Child, Youth and Family Studies Program, Human Service Worker Specialty Certificate.

This course is delivered in a hybrid format (45 hours face-to-face and 15 hours online) and in a fully online format.

Delivery Methods: Hybrid – On-campus (Face-to-Face) and Online, Online

Credit Type: College of the Rockies Credits

Credits: 4

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	30
Seminar/Tutorials	

Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	
Other	30
Total	60

Course Requisites:

- Complete all of the following
 - Earned a minimum grade of C+ (65%) in at least 1 of the following:
 - ENST 12 – English Studies 12
 - ENFP 12 – English First Peoples 12
 - ENGL090 – English – Provincial Level
 - Completed the following:
 - CYFS101 – Inclusive Interpersonal Communications (3)

Flexible Assessment: Yes

Students are able to request formal recognition of their prior learning or experience outside the classroom. Challenge examination, portfolio-assisted assessment, or work-based assessment are used to identify, assess, and recognize prior skills, competencies, and knowledge to achieve course credit. Tuition fees apply, refer to Policy 2.5.5 [Prior Learning Assessment and Recognition \(PLAR\)](#) or contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Cormier. S (2016). *Counseling Strategies and Interventions for Professional Helpers (9th ed.)* Boston: Pearson.

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

Learning Outcomes:

Upon the successful completion of this course, students will be able to

- demonstrate an awareness of your personal value system – beliefs, values, opinions and ethics – which influence how you form helping relationships;
 - identify and critique your own basic communication style, identifying areas of strength and areas in need of development;
 - identify and demonstrate non-verbal behaviours and skills which indicate therapeutic attending;
 - provide effective and constructive feedback on the skills of your peers and instructor, and receive feedback in kind;
 - demonstrate appropriate use of information-giving and self-disclosure within the learning environment;
 - integrate effective and therapeutic questions into your unique personality style;
 - effectively apply emotional vocabulary to accurately paraphrase and summarize client's concerns and feelings;
 - use observational skills to assess client's verbal and nonverbal behaviour; and
 - conduct a complete interview using only active listening skills.
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Course Topics:

- Introduction to Interviewing and Counseling
- Attending Behaviour
- Questions
- Client Observation Skills
- Encouraging, Paraphrasing and Summarizing
- Noting and Reflecting Feelings
- Selecting and Structuring Skills to Meet Client Needs
- Confrontation
- Focusing
- Eliciting and Reflecting Meanings
- Special Issues in Counseling

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

Evaluation and Assessments

Assessment Type: On-Campus (face-to-face) and Online, or Hybrid

Assessment Type	% of Total Grade
Assignment #1	20%
Assignment #2	20%
Assignment #3	25%
In Class or Online Activities	35%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60			<60

Pass requirements: None

Evaluation Notes Comments:

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments, and use of electronic aids.

Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.1.4 Course Audit
- Policy 2.4.1 Credential Framework
- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Rights, Responsibilities and Conduct
- Policy 2.4.8 Academic Performance
- Policy 2.4.9 Student Feedback and Concerns
- Policy 2.4.11 Storage of Academic Works
- Policy 2.5.3 Student Appeal
- Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR)

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.