DEPARTMENT OF PSYCHOLOGY
FACULTY OF HEALTH
YORK UNIVERSITY

HH/SC/PSYC  4062 3.0
SKILLS & TECHNIQUES IN COUNSELLING & PSYCHOTHERAPY
Winter, 2012
Friday, 11:30am – 2:30pm.

Course Instructor:  Dr. Karen Kaffko
Phone Number:  416-967-1827
Email:  kkaffko@yorku.ca
Course Secretary:  Agnes Levstik, rm. 281 BSB, alevstik@yorku.ca

Prerequisites:  All 4000 level Psychology courses require the following general prerequisites:  AK/AS/HH/SC/PSYC 1010 6.0 or AK/HH/PSYC 2410 6.0, with a minimum grade of C; AK/AS/HH/SC/PSYC 2030 3.0 or AK/HH/PSYC 2530 3.0; one of AK/AS/HH/SC/PSYC 2021 3.0, AK/AS/HH/SC/PSYC 2020 6.0, AK/HH/PSYC 2510 3.0; Students must be in an Honours program and have completed 84 credits. Also, AK/AS/HH/SC/PSYC 4061 3.0 or AK/HH/PSYC 4210 3.0.

Course Description & Goals:

This course is designed to provide an overview of the counseling process and an understanding of the fundamental skills required of a helping professional who is working with a variety of clients from diverse cultural backgrounds. Basic counseling interventions such as building a trusting therapeutic relationship, encouraging a client’s self disclosure through listening and empathizing skills, exploring a client’s affect and cognitions, learning good assessment strategies, incorporating goal setting skills to plan treatment , and filtering all of these through ethical considerations, are the objectives of this course. Use of self will be emphasized by the student, reflecting on what they bring to the therapeutic relationship from their own life stories.

Course Organization:

This course will use a workshop format and is designed to be a safe place to try out new skills. Each class will have a portion dedicated to didactic lecture, based on the content of the required readings, viewing & assessing video therapy sessions and small group discussions. Students will be involved in a fair amount of role-playing and practice interviewing. In the course of these discussions, it is possible for a student colleague to say something personally important and confidential. It is the duty of all students in the class to maintain confidentiality. It is anticipated that students will be engaged in a process of personal growth.
through continual introspection about one’s values and actions and how they impact on others in a counseling relationship.

**Required Texts:**


**Course Evaluation / Grading:**

10% **Class Attendance & Participation** Entails contributing to the collective learning process by: being present in all classes & being prepared for discussion through reading and active participation in class discussion to the best of your comfort & ability. The text book has several exercises at the end of each chapter. You are expected to do these exercises in preparation for each class. This is a class where the student will be learning many new skills. The more practice, the faster improvement occurs. To avoid mark deductions from your participation mark, documentation is required for absences.

As with any class, attendance is required. Students who miss more than one quarter of the scheduled classes may be subject to a penalty of up to 10% subtracted from their grade, as well as the 10% participation mark.

30% **Mid term Exam** February 3, 2012

The exam will consist of multiple choice and long answer questions. It will be based on the readings & in class lectures. The exam will be completed in class for a portion of the class time. The rest of the class will be a lecture & group activity.

40% **Transcript Assignment** Due:- March 9, 2012

This transcript is a verbatim record of a counselling interview of approximately 15 minutes and at least 15 counsellor interventions, conducted with a member of your class or friend/associate. You will find instructions for this transcript on page 183 & 184 in your text book listed as “Homework 1”. Remember that this is an audio tape (can be with video) of 15 continuous minutes, not sections put together. Do not use a font size smaller than #12, using Ariel or Helvetica or Times New Roman fonts.

As described in the text book, p. 184, table 8.1, You are expected to label the skill you used, as you are being the helper with the client. The skills that you will be addressing are the ones we had learned, ie=door openers, minimal encouragers, paraphrasing, reframing, summarizing (signal, thematic or planning), reflection of feelings, reflection of meaning,
reflection of content, open questions, closed questions, attentive silence, etc. In the comment sections, you may find it helpful to answer some of the questions listed on p. 185 with bullets, listed in homework 2. (but do not do the homework 2 task, only use the questions.)

The transcript should be typed on a word processor and in TABLES. You may wish to learn how your word processor handles tables. Leave room in the margins for comments by me. The reason for the tables is that it makes it much easier to see how your response affects the client’s response. ALWAYS make a hard copy of your paper for yourself. Please include CV's or DVD's of your interview with your transcript. This assignment is to be handed in on time, in the class, on March 9, 2012. Do not email your assignment, I will not accept email work. Any late assignment will be deducted a penalty of 5% per late day.

20% Final Exam  March 30, 2012
This non-cumulative exam will consist of multiple choice questions. It will be based on the readings & in class lectures that was covered since the mid-term exam.

GRADE CONVERSION

<table>
<thead>
<tr>
<th>Description of Work</th>
<th>Percentage</th>
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<tr>
<td>A+ Exceptional, 90 – 100; A Excellent, 80 – 89; B+ Very Good, 75 – 79; B Good, 70 – 74; C+ Competent, 65 – 69; C Fairly Competent, 60 – 64; D+ Passing, 55 – 59; D Marginally Passing, 50 – 54; E Marginally Failing, 48 – 49; F Failing, 47 and below.</td>
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Last Date to Drop a Course Without Receiving a Mark = March 9, 2012

Academic Honesty
I am reminding you that the Senate Policy on Academic Honesty will be strictly enforced in this course (Policy available at [http://www.yorku.ca/secretariat/legislation/senate/acadhonen.htm](http://www.yorku.ca/secretariat/legislation/senate/acadhonen.htm)). The regulations are spelled out in the Atkinson Faculty Calendar (available electronically at [http://calendars.registrar.yorku.ca/calendars/2002-2003/atkinson.htm](http://calendars.registrar.yorku.ca/calendars/2002-2003/atkinson.htm)) in a file called University Policies and Regulations, in a section entitled Senate Policy on Academic Honesty and in the handout you have received in this class. Read these carefully. I take all breaches of academic honesty very seriously and strongly support the Senate policy on such matters. Don't jeopardize your academic career by engaging in academic dishonesty.

Missing an Exam
If you have a very serious and fully documented reason for being excused from an exam (e.g., death in the immediate family, formally documented visit to an emergency room or detailed letter from a medical doctor), you may take a make-up exam in lieu of the exam missed. You must contact me at least one day in advance of the exam and provide documentation in order to be
permitted to take a make-up exam. In the case of an emergency, contact me as soon as possible. If you cannot reach me, a message can be left on my voice-mail, which records the date and time of your call. In order to write a deferred examination, you MUST follow the steps outlined below. Note that deferred exams are held on a single common date determined by the Department of Psychology and are held in the evening. No individualized testing is available unless arranged formally through one of the offices of the University (e.g., Counselling and Development Centre, Faculty of Arts; Counselling Centre, Atkinson).

If you miss an exam for other reasons or cannot provide documentation, you will receive a grade of zero. If you miss the examination on the deferred examination date for whatever reason, then you will write an exam on the date of the final that covers the missed material as well as the material on the final exam. If you do not contact me within 48 hours of the exam date, you will not be permitted to write a deferred exam and will receive a grade of zero.

If you are requesting a deferred examination under the Religious Accommodation Guidelines, please read the following.

The indented material below is taken verbatim from http://courses.registrar.yorku.ca/exam/policy.htm

Religious Accommodation Guidelines

Religious Accommodation Guidelines: Final Examinations Students who, because of religious commitment cannot write a formally scheduled examination … on the date scheduled, should contact the course instructor no later than three weeks prior to the start of the examination period to arrange an alternative examination date. An Examination Accommodation [Agreement] form is available for this purpose in Student Client Services, Student Services Centre or by clicking on the following link: http://www.registrar.yorku.ca/pdf/exam_accommodation.pdf. When arrangements between the student and instructor cannot be made, or if the student does not feel comfortable about approaching the instructor to request a religious accommodation, then the student should contact the Associate Dean of the Faculty in which the course is offered. Students are required to contact the Associate Dean not less than 14 days prior to the start of the examination and, if requested to do so, present evidence concerning the religious obligations involved. The Associate Dean may consider a number of options to provide an accommodation. The choice will depend on the student’s particular circumstance.

1 Documentation must be provided by a registered clinical psychologist, psychiatrist, or medical doctor indicating that you were indeed unable to attend on the specific date of the examination because of your specific problem. Notes from counsellors or alternative healing providers are not acceptable.

For example the accommodations may include: (a) Treating the request as a conflict, and accommodating it within the examination period, or (b) Providing a deferred examination as soon as possible. Religious Accommodation Guidelines: Other than Final Examinations Students, who because of religious commitment cannot meet academic obligations, other than formally scheduled examinations (December and April examination period), on certain holy days are responsible for giving their instructor reasonable notice (not less than 14 days), of each conflict.

If you are requesting a deferred examination one or two under the Religious Accommodation Guidelines, you must notify me in person not less than 14 days prior to the date of the examination and submit to me the Examination Accommodation Agreement form (see the link above). If you are requesting a deferred final examination under the Religious Accommodation Guidelines, you must notify me in person not less
than three weeks prior to the date of the examination and submit to me the Examination Accommodation Agreement form (see the link above). Alternately, you may contact the Dean's Office at Atkinson, at 416-736-5220, as described above.

If you are requesting a deferred examination for medical reasons, please read the following.

For a missed examination one or two, you MUST include 1. a completed York University Attending Physician’s Statement form (available at [http://www.registrar.yorku.ca/pdf/petitions/attending_physician_statement.pdf](http://www.registrar.yorku.ca/pdf/petitions/attending_physician_statement.pdf)). This is the ONLY form of medical documentation acceptable in this course. 2. a completed Department of Psychology Deferred Agreement Request Form (available at [http://www.atkinson.yorku.ca/PSYC/faq5.htm](http://www.atkinson.yorku.ca/PSYC/faq5.htm)). I must sign the Request Form - you must obtain my signature in person, either during my office hours or at the class. You must then submit these forms to the Psychology Department office, at which time they will register you for the deferred examination and provide you with a letter that specifies the time, date and location of the examination.

For a missed examination three (final examination), you MUST include 1. a completed York University Attending Physician’s Statement form (available at [http://www.registrar.yorku.ca/pdf/petitions/attending_physician_statement.pdf](http://www.registrar.yorku.ca/pdf/petitions/attending_physician_statement.pdf)). This is the ONLY form of medical documentation acceptable in this course. 2. a completed Department of Psychology Deferred Agreement Request Form (available at [http://www.atkinson.yorku.ca/PSYC/faq5.htm](http://www.atkinson.yorku.ca/PSYC/faq5.htm)). 3. a completed Deferred Standing Agreement Form (available at [http://www.registrar.yorku.ca/pdf/deferred_standing_agreement.pdf](http://www.registrar.yorku.ca/pdf/deferred_standing_agreement.pdf)). I must sign the Psychology Department Request Form and the Registrar's Office Deferred Standing Agreement Form - you must obtain my signature in person, either during my office hours or at the class. You must then submit these forms to the Psychology Department office, at which time they will register you for the deferred examination and provide you with a letter that specifies the time date and location of the examination. The Deferred Standing Agreement Form is sent to the Registrar's Office and a grade of F-DNW is submitted for you. Once your deferred examination is graded, I send a form to the Registrar's Office, changing your grade.

**Conclusion** The examination dates are on the course outline. You know that you will have examinations on these dates, so if you have conflicting personal events scheduled, drop the course now. Be aware that the following are examples of reasons given by students in the past for requesting a deferred examination that are NOT considered to be legitimate (this is NOT an exhaustive list!):

- weddings
- mild colds
- feeling stressed
- taking another course on the same night as this one
- holidays/vacations
- family reunions
- shift work
- coaching sports teams
- not feeling prepared
- having one other examination within 24 hours of this one (see Registrar's Office regulations on examinations)
- not having the course outline
- not knowing when the exam was scheduled
- not being able find the examination room
- studying so hard I made myself dizzy

You may petition your home faculty if you cannot reach a deferred standing agreement regarding the final examination.

For more information, see [http://www.registrar.yorku.ca/services/ds_faq.htm#10](http://www.registrar.yorku.ca/services/ds_faq.htm#10)

**Accommodation of Students With Special Needs**

I am happy to accommodate students who write exams through the various centres (i.e., Office of Persons with Disabilities, Learning Disabilities Program, Atkinson Counselling and Supervision Centre) here at York. It's important that you have a clear understanding of the conditions under which I am willing to make these accommodations. BE AWARE
THAT THE PROCEDURE FOR SCHEDULING EXAMINATIONS HAS CHANGED. The Registrar’s Office is scheduling these exams as of the Winter, 2006 term.

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<tr>
<td><strong>1</strong></td>
<td>Make sure you have reviewed the steps required by your centre for writing alternate examinations. Make sure you get forms filled in properly and that you give the centre sufficient time to make the necessary accommodations.</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>It is your responsibility to make arrangements for sitting your examinations – if you don’t do this, I will not provide an examination to the Registrar’s Office. (see # 6 below)</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>If you miss your exam for what is described in the course outline as a legitimate reason, you must get in touch with me no later than 48 hours after the exam and follow the process described in the course outline in the section entitled “Missing an Examination”. Your exam will then be re-scheduled at around the same time as the Department of Psychology's Deferred Examination date. If you do not complete the forms described in the course outline, no examination will be delivered to the Registrar’s Office. If you do not have a legitimate reason for missing the examination, you will receive a grade of zero.</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>If you have a conflict with exams because of a need for additional time, you must come and see me in person, either before class or during my office hours. I do not make these arrangements via e-mail.</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>If there is some problem with making arrangements with one of the Centres, you must provide me with a contact name and e-mail address so I can verify this difficulty with the Centre.</td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>You must send me a reminder e-mail one week prior to the examination date, so I can make sure an examination is available for you at the Registrar’s Office. If I don’t receive the reminder e-mail, I will not deliver the examination.</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>You must arrange to write your examination at the same time as the rest of the class - it must be on the same date and it must take place in the evening.</td>
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<td><strong>8</strong></td>
<td>I remind students to be familiar with the Senate Policy and attached Guidelines for Students with Special Needs. It is available by clicking on the following link: <a href="http://www.yorku.ca/secretariat/legislation/senate/spcneeds.htm">http://www.yorku.ca/secretariat/legislation/senate/spcneeds.htm</a></td>
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COURSE OUTLINE

1) January 6, 2012  
   Introduction to Course: Becoming a Reflective Counsellor  
   - What is counseling & Psychotherapy & how is it different from friendship?  
   - Overview of the Helping Process  
   **Read:** Chapter 1 & 2

2) January 13, 2012  
   The Therapeutic Relationship  
   - Factors that help &/or strain the therapeutic relationship  
   - Transference & Counter-transference  
   - Challenges caused by differences in culture & gender  
   **Read:** Chapter 3 & 4

3) January 20, 2012  
   Non-Verbal Communication  
   - Skills in the helping relationship  
   - “Door Openers & Encouraging” skills  
   **Read:** Chapter 5

4) January 27, 2012  
   Reflecting Skills  
   - Reflecting thoughts, feelings & meaning  
   - Paraphrasing & active listening  
   **Read:** Chapter 6

5) February 3, 2012  
   Understanding Emotions  
   - Reflecting feelings skills & common problems  
   **Read:** Chapter 7  
   **MID-TERM EXAM**

6) February 10, 2012  
   How To Identify Meaningful Issues with a Client  
   - Open ended vs. closed questions  
   - Summarizing skills  
   - Challenging clients’ perceptions & Understandings  
   - Encouragement vs Praise  
   **Read:** Chapter 8 & 9
7) February 17, 2012  
**Assessment is a Critical Part of Helping**  
-Mental Status  
-Processing observations  
-Genograms  
-Initial interviewing skills  
-The function of Diagnosis  
-Report outlines  
**Read:**  Chapter 10

**READING WEEK, NO CLASS ON February 24th**

8) March 2, 2012  
**Goal Setting: Who Owns the Problem**  
-Characteristics of constructive goals  
-Giving advice vs. sharing information  
**Read:**  Chapter 11 & 12

9) March 9, 2012  
**Practice Skills Class with Live Actors**  
-presenting as clients  
**Read:**  Chapter 14 & 15

**TRANSCRIPT ASSIGNMENT DUE**

10) March 16, 2012  
**Cognitive Behavioural Therapy**  
**Read:** Handout article

**Termination Phase in Counselling**  
-Preparing a client to say good bye  
-Dealing with Loss: for client & counselor  
**Read:**  Chapter 13

12) March 30, 2012  
**FINAL EXAM**