

JAMESTOWN COMMUNITY COLLEGE
State University of New York

INSTITUTIONAL COURSE SYLLABUS

Course Title: Interviewing and Counseling

Course Abbreviation and Number: HUS 2230

Credit Hours: 3

Course Type: Lecture

Course Description: Students will develop entry level interviewing skills appropriate for work in human services agencies. Counseling theory and techniques of interviewing are emphasized. Students will learn about the therapeutic relationship, non-verbal and verbal communication, multicultural interviewing, and crisis intervention. A variety of clinical techniques are discussed through role playing and case discussions.

Prerequisite: PSY 1510.

Student Learning Outcomes:

Students who demonstrate understanding can:

1. Demonstrate beginning skills in interviewing including accurate responding, reflection and clarification.
 2. Identify various theoretical approaches to counseling, including behavioral, systems theory and utilizing several modalities.
 3. Identify cultural, ethical and values issues that affect the counseling relationship.
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Topics Covered:

- Beginning phase of the interview process
 - Definition of an interview
 - Environmental considerations in the interview process
 - Personal presentation of the interviewer
 - 3 foundations to effective interviewing
 - Exploration of the therapeutic relationship
 - Concrete aspects to relationship building including specific verbal and non-verbal behaviors
 - Abstract concepts that favor the development of a relationship including confidentiality, acceptance, client self-determinism and non-judgmental attitude
 - Early phase skills and techniques in the interview process
 - Development of early phase skills: positive connotation, paraphrasing, reflecting, probing,
 - Clarification
 - Discussion of which situations call for these particular techniques
 - Development and use of effectively worded questions as an aid to the interview process
 - Use of the problem formulation outline to determine the focus of the interview
 - Middle phase processes and techniques
 - Development of goal setting techniques
 - Establishment of the therapeutic contract
 - Development of therapeutic assignments
 - Use of middle phase techniques: reframe, paradox, normalization
 - Interview processes: transference, counter-transference, over-identification
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Information for Students

- Expectations of Students
 - [Civility Statement](#)
 - [Student Responsibility Statement](#)
 - [Academic Integrity Statement](#)
- [Accessibility Services](#)

Students who require accommodations to complete the requirements and expectations of this course because of a disability must make their accommodation requests to the Accessibility Services Coordinator.
- [Get Help: JCC & Community Resources](#)
- [Emergency Closing Procedures](#)
- Course grade is determined by the instructor based on a combination of factors, including but not limited to, homework, quizzes, exams, projects, and participation. Final course grade can be translated into a grade point value according to the following:

A=4.0	B+=3.5	B=3	C+=2.5	C=2	D+=1.5	D=1	F=0
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- Veterans and active duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, VA appointments) are welcome and encouraged to communicate these to the instructor.

Effective Date: Fall 2021