Course Title: Interviewing and Helping Skills  
Instructor: Christina Ward, M.A., CRC  
Office: Off Campus  
Office Hours: Mondays @ Noon (Livestream)  
Phone: (936) 554-5492 (call or text)  
Email: ward.sfasu@gmail.com; christina.ward@sfasu.edu

Appointments for other times are available by contacting Instructor Ward by email. Allow at least 24 hours in advance to schedule times other than those listed in the office hours.

COVID-19 MASK POLICY Masks (cloth face coverings) must be worn over the nose and mouth at all times in this class and appropriate physical distancing must be observed. Students not wearing a mask and/or not observing appropriate physical distancing will be asked to leave the class. All incidents of not wearing a mask and/or not observing appropriate physical distancing will be reported to the Office of Student Rights and Responsibilities. Students who are reported for multiple infractions of not wearing a mask and/or not observing appropriate physical distancing may be subject to disciplinary actions.


Prerequisites: RHB 220 (for rehabilitation service program majors only)


**** Please bring textbook to every class for In-Class assignments ****

Course Description: Introduction to the utilization of interpersonal communication skills in professional settings.

This course will teach you the art of interacting with people both verbally and non-verbally, as well as the ethical and cultural underpinnings to helping and interviewing clients for your future profession. The skills you learn in class can help you not only in human services but in your personal communication with friends and when you apply for jobs (knowing how to present yourself professionally by use of these skills will set you apart from applicants without these skills). Emphasis will be placed on the understanding of the principles of interviewing and on the demonstrated application of these skills by the student.

General Learning Goals & Objectives:
The overall goal of this course is to provide the basic knowledge and skills necessary to be an empathic, ethical and effective interviewer in a variety of helping professions.

Specific learning objectives are as follows:
1. To gain an understanding of the personal and professional aspects of the interviewing process.
2. To develop the skills necessary to be an effective interviewer.
3. To gain an understanding of how multiculturalism affects the interviewing process.
4. To gain an understanding of the various components of an interview along with when and how to use these components.
SACS Student Learning Outcomes
1. Students will have the basic skills to conduct an assessment and communicate their findings.
2. Students will be able to know and use effective professional communication skills.

Course Activities:
Interviewing is best learned by doing. This course will therefore involve practicing what you learn in the classroom. The course format will involve lectures followed by actually practicing the interviewing process with others. All of this will take place in class. Because knowledge is essential to practice, there will also be exams covering the technical aspects of the material. Outside of class, each student will complete two interviews at our Counseling Clinic located in HSTC 202 (on the second floor right around the corner from the elevators). Each student is required to provide a USB thumb drive for the interview recording. You will be responsible for uploading your interviews to D2L.

Course Assignments
Examinations (300 points)
Exam #1 – Preparing to interview (100 points)
Exam #2 – Basic interviewing skills (100 points)
Exam #3 – Advanced interviewing skills & odds and ends (100 points)

- You MUST bring SCANTRONS for exams – Scantron form 882 E
- The three exams are comprised of various types of test questions, e.g. multiple-choice questions, true/false, short answer, and matching. Questions will be drawn from course lectures, discussion, and readings.
- IT IS ESSENTIAL TO READ YOUR TEXTBOOK. LECTURES WILL NOT COVER ALL TEST MATERIAL.
- Make up exams are permitted with proper documentation and are to be scheduled with the instructor. You must contact the instructor as soon as possible and arrange a makeup exam; exam must be completed within ONE WEEK after missing or forfeit the opportunity to make it up.
- You will have 1.5 hours of class period to complete the exam. Please see instructor for special accommodations.
- You will not be permitted to take the exam if you are more than 15 minutes late. Please contact instructor immediately should you miss an exam.
- Exams are held on Weeks: 4, 7, and week 16 – 100 points each; 300 total points. Exam dates may vary as needed/required.

Demonstrated Skills (300 points)
Interview Presentation via Livestream- (200 points) Will last 15 to 20 minutes and cover all required skills and any applicable enhanced skills.

Interview Critique- (50 points)- you will be required to write a short Critique answering a few questions provided during class regarding your performance as an Interviewer. For grading, I am looking for evidence of careful analysis of your own performance and thoughtful answering of the questions provided.

Homework & In-Class Activity (150 points): Take home or in-class assignments that relate to course content will be distributed and discussed throughout the semester. Depending on time constraints and other factors, these assignments may be given during class as individual or group assignments. Each assignment will be worth 15 points unless otherwise specified and will be designated on the course calendar. These will be graded for a combined total of 150 points.

Be careful not to plagiarize. Your work is subject to submission to plagiarism software. If you are found to have plagiarized, you will lose all points for the assignment and you will be reported to the University Committee of Academic Integrity. No late assignments are accepted, unless discussed and excused before due date. In-class assignments are due during the class time assigned or at the beginning of the following class as specified.
You will turn in all assignments in D2L unless otherwise specified or if you have made arrangements before due date.

**Quizzes & Other Assignments (150 points):** Quizzes may be given both in class and online in D2L; assignments may also be given as classroom activities or as outside work. **Must be present to complete in-class assignments and these cannot be made up.** All outside assignments with instructions and due dates will be posted in D2L on the course’s home page. Students may also be instructed to submit assignments in D2L. In this case, a student will not be given credit for the assignment unless it is submitted according to the instructions given; this includes completing the assignment in the proper format and turning it in at the proper time.

**Classroom Procedure:** Class time is valuable and intended for educational purposes. EACH student is expected to bring pen and paper to class EACH day and be prepared to read, write, and/or discuss the subject matter for the day. All electronic devices including cell phones, laptops, and music players should be put away during class time, unless the technology is being used for a specific classroom activity.

**This is a web-enhanced class.** You will need to visit BRIGHTSPACE by D2L regularly to keep up with assignments, contact the instructor, and receive supplemental information for your success in the course. Classroom activities, homework assignments, other instructional materials, and grades will all be posted in BRIGHTSPACE. All homework will be posted in BRIGHTSPACE. In the case of an absence from class, it is the student’s responsibility to check BRIGHTSPACE for any homework assigned, and the assignment will still be due on the same due date as the rest of the class. Missing class is not an excuse for not completing an assignment.

**Attendance:** Regular and punctual attendance is expected, and attendance will be taken. Material may be covered in class that is not included in the text material. Each student is responsible for all information and instructions covered in class. It is the responsibility of the student to determine what was covered in class and complete and turn in any assignments when due. On some days, assignments can be given during class times that will count as part of the In-class activities and quiz grades cannot be made-up for any reason.

**Evaluation and Assessment (Grading Criteria):**

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<thead>
<tr>
<th>Grading Scale</th>
<th>Total Points</th>
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<tr>
<td>A</td>
<td>90-100% of Total Points</td>
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<tr>
<td>B</td>
<td>80-89% of Total Points</td>
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<td>C</td>
<td>70-79% of Total Points</td>
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<td>D</td>
<td>60-69% of Total Points</td>
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<td>F</td>
<td>Below 69% of Total Points</td>
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<table>
<thead>
<tr>
<th>Item</th>
<th>Points</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Examinations</td>
<td>300</td>
<td>33.33%</td>
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<tr>
<td>3 @ 100 points each</td>
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<tr>
<td>Demonstrated Skills (Interview)</td>
<td>300</td>
<td>33.33%</td>
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<tr>
<td>Interview Presentation</td>
<td>200</td>
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<tr>
<td>Self-Critique</td>
<td>50</td>
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<tr>
<td>Homework / In-Class Assignments</td>
<td>150</td>
<td>16.66%</td>
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<tr>
<td>10 @ 15 points each</td>
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<tr>
<td>Quizzes / Other Assignments</td>
<td>150</td>
<td>16.66%</td>
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<td>10 @ 15-point each</td>
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<td><strong>TOTALS</strong></td>
<td><strong>900</strong></td>
<td><strong>100%</strong></td>
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Grades: (Tentative)
Grades can be accessed through Desire2Learn (D2L). You should check your posted grades often and communicate any questions. You must check your grades prior to final exam week. Unless you email prior to finals week, you indicate that you are in agreement with the grades posted. Do not contact the instructor during exam week asking to make up an assignment or to be allowed extra credit. Please see sections on Attendance and Makeup Policy.

Makeup Policy: (University Excused) Makeup exams will be allowed only if arranged prior to the date of the test. The student must provide documentation for the excused absence. Notes from the school’s Health Clinic will not be accepted as excused absences unless the note specifically states that the student is unable to attend class. Please see your General Bulletin for a further explanation of excused absences. Makeup exams for non-excused absences will be determined at the sole discretion of the instructor and, if allowed, will usually consist of an essay-type exam.

Written Documents: All documents are to be TYPED. Handwritten documents will not be accepted for credit unless specifically assigned by instructor. When submitting an assignment through e-mail, it should be formatted in Microsoft Word format. If the assignment is created in any other format, it should be saved as a text file (*.txt or *.rtf) and attached to an e-mail or in the assignment module.

SFA Policies:
Academic Integrity (A-9.1)
Academic integrity is a responsibility of all university faculty and students. Faculty members promote academic integrity in multiple ways including instruction on the components of academic honesty, as well as abiding by university policy on penalties for cheating and plagiarism.
Definition of Academic Dishonesty

Academic dishonesty includes both cheating and plagiarism. Cheating includes but is not limited to (1) using or attempting to use unauthorized materials to aid in achieving a better grade on a component of a class; (2) the falsification or invention of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism. Plagiarism is presenting the words or ideas of another person as if they were your own. Examples of plagiarism are (1) submitting an assignment as if it were one’s own work when, in fact, it is at least partly the work of another; (2) submitting a work that has been purchased or otherwise obtained from an Internet source or another source; and (3) incorporating the words or ideas of an author into one’s paper without giving the author due credit.

Please read the complete policy at http://www.sfasu.edu/policies/academic_integrity.asp

Withheld Grades Semester Grades Policy (A-54)
Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. To receive a WH, the student must have completed a majority of the course. If a WH is given, students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F. If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average.

Students with Disabilities To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.
### Course Calendar: Please bring textbook to every class for In-Class assignments ****

<table>
<thead>
<tr>
<th>Week / Date</th>
<th>Topics (Reading due before class)</th>
<th>Assignments (Posted in D2L)</th>
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<tbody>
<tr>
<td>1 / Aug 24th</td>
<td>Introductions- Syllabus- Getting Acquainted- Class Expectations</td>
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</table>
| 2 / Aug 31st| Chapter 1: Importance of Self Understanding  
Chapter 2: Ways of Understanding and Perceiving Self and Others | Homework 1 Due                                  |
| 3 / Sept 7th | Chapter 3: Values, Ethics, and Legal Obligations.  
Chapter 4: Professionalism and Professional Relationships  
*Bring to class a copy of your Code of Ethics per your Degree.* | Homework 2 Due  
Review Table 4.1 (pg.85) for In-Class Assignment |
| 4 / Sept 14th| Exam 1 Review (1 hour)  
Exam 1 (1.5 Hrs.)                                                                                   | Exam 1 Review Due                                |
| 5 / Sept 21st| Chapter 5: Developing Working Relationships  
Chapter 6: Foundational Interpersonal Skills                                                        | Homework 3 Due                                  |
| 6 / Sept 28th| Chapter 7: Beginning and Ending a Meeting  
Chapter 8: Demonstrating Active Listening                                                             | Homework 4 Due                                  |
| 7 / Oct 5th  | Exam 2 Review (1 hour)  
Exam 2 (1.5 Hrs.)                                                                                   | Exam 2 Review Due                                |
| 8 / Oct 12th | Chapter 9: Using Questions                                                                             | Homework 5 Due                                  |
| 9 / Oct 19th | Chapter 10: Exploring and Discovering  
Chapter 11: Thinking about Readiness and Motivation                                                        | Homework 6 Due                                  |
| 10 / Oct 26th| Chapter 12: Identifying Key Problems or Challenges                                                       | Homework 7 Due- Pg. 207-208; Exercise 11, answer Even #’s ONLY |
| 11 / Nov 2nd | Chapter 13: Establishing Goals                                                                             | Homework 8 Due- Pg222, Exercise 12.6             |
| 12 / Nov 9th | Chapter 14: Taking Action  
Chapter 15: Evaluating and Ending Professional Relationships                                           | Homework 9 Due                                  |
| 13 / Nov 16th| Interviewing Practice Skills- Group                                                                        | Homework 10 Due                                 |
| 14 / Nov 23rd| Thanksgiving Holiday- (Practice Interviewing skills while at home)                                        |                                                 |
| 15 / Nov 30th| **Interviewing Presentation: Livestream with Instructor Ward**                                            |                                                 |
| 16 / Dec 7th | Exam 3 Review (1 hour)  
Exam #3 on Advanced Skills (1.5 Hrs.)                                                              | Exam 3 review Due                                |

****This schedule is *tentative* and is likely to change throughout the semester. ****