**COLLEGE of EDUCATION**

Department of Psychology, Counseling, and Special Education

Counselor Education Program

**COUN 516: Basic Counseling Skills**

*Fall, 2018*

## INSTRUCTOR INFORMATION

**Instructor:** Sam Bore, PhD., LPC – Associate Professor
**Office Location:** Binnion 223
**Office Phone:** 903-886-5637
**Office Fax:** 903-886-5780
**University Email Address:** sam.bore@tamuc.edu
**Preferred Form of Communication:** University Email
**Communication Response Time:** Within 24 hours
**Meeting Day:** Online Instruction
**Location:** *my*Leo
**Office Hours:**

| Monday | Tuesday | Tuesday | Thursday |
|---|---|---|---|
| Virtual | Commerce | Mesquite | Mesquite/Virtual |
| 9:00 – 1:00 | 9:00 - 1:00 | 2:30 - 4:30 | 9:00 – 12:00 |
| **Other meetings by appointment** | | | |

# COURSE INFORMATION
## *Materials – Textbooks, Readings, Supplementary Readings*

### *Textbook(s) Required*

Young, E (2017). *Learning the art of helping: building blocks and techniques* (6th ed.). Boston, MA: Pearson

American Psychological Association (2011). Publication manual of the American Psychological Association (6th Ed.). Washington, D.C.: American Psychological Association.

**Special Topics Readings:** additional readings are assigned throughout the semester for some classes and are posted to eCollege for the assigned week.

### Software Required

 University eCollege course management system.

## Course Description

516. *Basic Skills*. Three semester hours.
Provides the foundation for all practicum and internship experiences. Students learn communication and interpersonal skills under faculty supervision. Demonstration of these skills is a prerequisite for enrollment in practicum (COUN 551). Students will examine their intrapersonal issues and interpersonal styles and will follow ACA Ethical Standards. Prerequisites: Application form returned to department several months before actual enrollment in this course (check department for availability and due dates), COUN 501, 510, and completion of or current enrollment in COUN 528.

### General Course Information

The purpose of Pre-Practicum is to provide continued acquisition of counseling skills. Supervised application of a number of interviewing skills is the primary focus. Students can expect to examine their intrapersonal issues and concerns. They should be able to demonstrate the ability to express and understand their own personal dynamics and development, including strengths, sensitivities, defenses and limitations. A grade of "B" or higher must be earned in COUN 501, 510, 528, and 516 for admission to candidacy status (or its equivalent for those seeking school counselor certification only). Completion of these requirements is mandatory before enrollment in practicum (COUN 551).

## Student Learning Outcomes

Students will demonstrate understanding and appropriate application of:
1. Essential interviewing and counseling skills so that the student is able to develop a therapeutic relationship (5C)
2. Essential interviewing and counseling skills so that the student is able to establish appropriate counseling goals, design intervention strategies, evaluate client outcome, and successfully terminate the counselor-client relationship,
3. Self-awareness to promote therapeutic relationships and appropriate professional boundaries.
4. Ethical standards of ACA and related entities, and application of ethical and legal considerations in professional counseling, and
5. Process/communications skills; conceptualization skills; personalization skills; and professional skills.

**CONTENT AREAS include, but are not limited to, the following:**
At a minimum, this course will cover:

     I. ACA ethical standards and the counseling relationship
     II. Process and communications skills
          A. Attending behavior
          B. Open-ended and closed-ended questions
          C. Reflecting, paraphrasing, summarizing
          D. Differentiation between cognitive and affective messages
          E. Immediacy, self-disclosure, confrontation
     III. Relationship Skills
          A. Additive empathy
          B. Positive regard
          C. Genuineness
          D. Concreteness
     IV. Personalization Skills
          A. Self awareness
          B. Boundary issues
     V. Interpersonal skills
          A. Developing a collaborative relationship
          B. Identifying and responding to resistance
          C. Developing an internal focus with the client
          D. Identifying and responding to conflicted emotions
          E. Conceptualizing client dynamics

# COURSE REQUIREMENTS

### *Minimal Technical Skills Needed*

Using the learning management system, using Microsoft Word and PowerPoint, using presentation and graphics programs, and related computer skills, etc.

### *Instructional Methods*

Lecture, discussion, reading and writing assignments, guided practice and role-plays, in-class activities, videotaping and reviewing, and other experiential activities- course is web enhanced. Self-reflection, self-evaluation, and offering and receiving feedback are also important instructional methods in this course.

**You will be in a client role and in a counselor role in different role-plays, recordings, and activities in this course. These roles are essential and mandatory to your learning, demonstration, and assessment of basic counseling skills. If you are not prepared to engage in these roles, you are recommended to drop this course, as it will negatively influence your grade. What you share in these role-plays (or real-plays) is entirely up to you and your comfort level; be aware that recordings will be reviewed with the whole class. As such, all students are held to the highest privacy and confidentiality standards and must abide by the current ACA code of ethics.

## *Student Responsibilities or Tips for Success in the Course*

Do all readings, including any supplemental readings posted to eCollege (under Doc Sharing folder) prior to class. Actively engage in critical thinking and dialogue (i.e., sharing your reactions, opinions, disagreements, questions) in class. Your open participation in class discussion, role-plays, and other activities is essential to your learning and final grade. Engage in thoughtful self-reflection and evaluation, as well as offer and receive feedback from others in class. Prepare recordings in advance for class and be prepared to discuss them (note important things, areas of concern, improvement, strength, etc. prior to class). For assignments, contact the instructor well in advance of due dates with any questions- do not expect last minute responses the day assignments are due- prepare ahead of time. Also, use best practices of APA 6 writing style. Many online resources, such as the OWL at Purdue APA website exist to help you craft quality papers- please use them.

# GRADING

Final grades in this course will be based on the following scale:

A = 90%-100% or 135-150 pts
B = 80%-89% or 120-134 pts
C = 70%-79% or 105-119 pts
D = 60%-69% or 90-104 pts
F = 59% or Below or 90 pts and below

### Final Grade = 200 points

| | |
|---|---|
| Attendance, readings, participation | 30 points |
| Two recordings (20 pts each) | 40 points |
| Two session analyses (20 pts each) | 40 points |
| Counselor and Client Paper | 40 points |

**A grade of "B" or higher is required in this course to advance to candidacy and Level 2 courses.**

## *Assessments*

1. **Attendance, Readings, Homework Assignments, In-Class Activities, Participation.** Class attendance is mandatory and critical to your success in the course. Students are expected to attend class as scheduled. Students are also expected to arrive on time and stay for the entire class. Students are allowed 2 absences without penalty. A person who does not participate in class, or only does so minimally, may lose additional points off their final grade. All readings and assignments **_MUST_** be done prior to class. You must be familiar with the material to engage in class discussions and activities- being an active member of class is key to success in this course (if you are introverted, there are still many ways for you to participate and be active). Do not expect/rely on class lecture for your learning. You are responsible for your own learning, but I am responsible for

the learning environment. This class requires you to be an active and critical thinker, to share your thoughts respectfully, to engage with the material honestly and openly, and to participate in role-playing and skills practice both inside and outside of class. This course is the foundational course for facilitating your counseling skills; thus, attending, participating, and experiential learning within and outside of the classroom are crucial **(missing more than 2 classes or arriving late or departing early more than 2 times, or a combination of the two, will result in failure of this course)**.

2. **<u>Student is to participate in a counselor-client relationship both as counselor and as client and record sessions.</u>** Students are expected to meet twice (outside of class time) to practice their counseling skills with each other-video record the sessions. Students are to choose 10 minute segment to show n class for each session for receiving feedback.

3. **<u>Two 5 Minute Transcripts</u>**. For each of the two tapes, students will transcribe a 5-minute section of their recorded counseling sessions. For each transcript, students will include a summary of client statements, verbatim counselor response, and alternate counselor response (for each statement), and discussion of counselor self-awareness (what were you thinking or feeling when you made the statement, countertransference issues, etc.)..

4. **<u>Counselor and Client Reflection Paper:</u>** Write a **3-4 page** reflection paper on your experience in the course as a client.
   Address the following in the paper:
   a. What was the experience of being a client like for you overall? Were there significant things that occurred that might influence you in how you counsel?
   b. Did you learn anything else from watching yourself as client?
   c. What did the counselor do that was helpful, and what was done that seemed not helpful?
   d. What would you have liked more of or preferred differently than what occurred?

# TECHNOLOGY REQUIREMENTS

- To fully participate in online courses you will need to use a current Flash enabled internet browser. For PC and Mac users the suggested browser is Mozilla Firefox.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
    - 512 MB of RAM, 1 GB or more preferred
    - Broadband connection required courses are heavily video intensive

- o Video display capable of high-color 16-bit display 1024 x 768 or higher resolution

- You must have a:
  - o Sound card, which is usually integrated into your desktop or laptop computer
  - o Speakers or headphones.
  - o *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system.  The most current version of Java can be downloaded at: JAVA web site  http://www.java.com/en/download/manual.jsp

- Current anti-virus software must be installed and kept up to date.

- Run a browser check through the Pearson LearningStudio Technical Requirements website. Browser Check    http://help.ecollege.com/LS_Tech_Req_WebHelp/en-us/#LS_Technical_Requirements.htm#Browset

Running the browser check will ensure your internet browser is supported.
      Pop-ups are allowed.
      JavaScript is enabled.
      Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
  - o Adobe Reader  https://get.adobe.com/reader/
  - o Adobe Flash Player *(version 17 or later)* https://get.adobe.com/flashplayer/
  - o Adobe Shockwave Player    https://get.adobe.com/shockwave/
  - o Apple Quick Time    http://www.apple.com/quicktime/download/

- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

- For additional information about system requirements, please see: System Requirements for LearningStudio https://secure.ecollege.com/tamuc/index.learn?action=technical

# ACCESS AND NAVIGATION
## *Pearson LearningStudio (eCollege) Access and Log in Information*

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University-Commerce. To get started with the course, go to myLeo and from the top menu ribbon select eCollege.  Then on the upper left side of the screen click on the My Courses tab.   http://www.tamuc.edu/myleo.aspx

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

**Note**: It is strongly recommended you perform a "Browser Test" prior to the start of your course. To launch a browser test login to Pearson LearningStudio, click on the My Courses tab, and then select the Browser Test link under Support Services.
**Pearson LearningStudio Student Technical Support**

Texas A&M University-Commerce provides students technical support for the use of Pearson LearningStudio.

Technical assistance is available 24/7 (24 hours, 7 days a week).

If you experience LearningStudio (eCollege) technical problems, contact the LearningStudio helpdesk at 1-866-656-5511 (toll free) or visit Pearson 24/7 Customer Support Site   http://247support.custhelp.com/

The student help desk may be reached in the following ways:

- **Chat Support:** Click on *'Live Support'* on the tool bar within your course to chat with a Pearson LearningStudio Representative.

- **Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio Technical Support Representative.

**Accessing Help from within Your Course:** Click on the *'Tech Support'* icon on the upper left side of the screen inside the course.  Then you will be able to get assistance via online chat or by phone.

**Note:** Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary

use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

### Policy for Reporting Problems with Pearson LearningStudio

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure must be followed:

1. Students must report the problem to the help desk. You may reach the helpdesk at 1-866-656-5511.
2. Students must file their problem with the helpdesk and obtain a helpdesk ticket number
3. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and provide me with the helpdesk ticket number.

4. I will call the helpdesk to confirm your problem and follow up with you

**PLEASE NOTE:** Your personal computer and internet access problems are not a legitimate excuses for filing a ticket with the Pearson LearningStudio Help Desk. Only Pearson LearningStudio based problems are legitimate reasons to contact the Help Desk.

You strongly are encouraged to check for your internet browser compatibility **BEFORE** the course begins and take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform.

### myLeo Support
Your myLeo email address is required to send and receive all student correspondence. Please email helpdesk@tamuc.edu or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at myLeo. https://leo.tamuc.edu

### Learner Support
The One Stop Shop was created to serve you by providing as many resources as possible in one location. http://www.tamuc.edu/admissions/onestopshop/

The Academic Success Center provides academic resources to help you achieve academic success. http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/

# FREE MobilE APPS
The Courses apps for phones have been adapted to support the tasks students can easily complete on a smaller device. Due to the smaller screen size course content is not presented.

The Courses app is free of charge. The mobile Courses Apps are designed and adapted for different devices.

| PEARSON COURSES | App Title: | **iPhone –** Pearson LearningStudio Courses for iPhone <br> **Android** – LearningStudio Courses - Phone |
|---|---|---|
| | **Operating System:** | **iPhone** - OS 6 and above <br> **Android** – Jelly Bean, Kitkat, and Lollipop OS |
| | **iPhone App URL:** | https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8 |
| | **Android App URL:** | https://play.google.com/store/apps/details?id=com.pearson.lsphone |

Once downloaded, search for Texas A&M University-Commerce, and it should appear on the list.  Then you will need to sign into the myLeo Mobile portal.

The Courses App for Android and iPhone contain the following feature set:

• View titles/code/Instructor of all Courses enrolled in online
• View and respond to all discussions in individual Courses
• View Instructor Announcements in individual Courses
• View Graded items, Grades and comments in individual Courses
• Grade to Date
• View Events (assignments) and Calendar in individual Courses
• View Activity Feed for all courses
• View course filters on activities
• View link to Privacy Policy
• Ability to Sign out
• Send Feedback

## LearningStudio Notifications

Students can be alerted to course activities via text on their mobile phones or up to two email addresses.

Based on their preferences, students can automatically receive a push notification with every new: course announcement, threaded discussion post, grade, and/or assignment without having to login to the course. Enrolled students will automatically receive email notifications for announcements and can opt out of this feature. To receive text notifications, students must opt in.

To begin setting up notifications, go into your course in LearningStudio and click on the bell-shaped Notifications icon on the main menu ribbon.

By default the student's university email address will appear. This cannot be changed in LearningStudio. Additional email addresses may be added by clicking the Add button. After all of the other selections are completed be sure to click the Save and Finish button.

# COMMUNICATION AND SUPPORT

## *Interaction with Instructor Statement*

Good communication is essential to the counseling profession and to getting the most out of your education. If you have any special needs, questions, concerns, or personal issues that impact the class and/or your attendance in class, please let me know. I cannot help unless I am aware. Therefore, if you need to reach me the best way to do so is via email using your official university email (or through eCollege). I teach in various locations- calls to my office may not be immediately returned, but I make every effort to return emails within 24-48 hours, M-F. I check email many times a day. Please be respectful of my free time on weekends and understand any email sent after Fridays at 5pm may not be answered until the following Monday.

# COURSE AND UNIVERSITY PROCEDURES/POLICIES

## *Course Specific Procedures/Policies*
Attendance in the course is mandatory and lateness is not acceptable. Tardiness after the first 15 minutes or leaving early more than 15 minutes is considered a full absence. Work is not to be turned in late without prior approval and/or under emergencies. Any missed work is handled on a case-by-case basis, but in general will get a grade of zero. Extra credit may be added at the instructor's discretion, but is not built into the course.

Confidentiality is extremely important to the integrity of this course. Confidentiality cannot be guaranteed in any situation but we are collectively accountable to maintain a safe, trusting environment throughout the course including the recordings and their review, experiential activities, and in-class conversations. While it can be compelling to share personal information about class members with others, all students are bound by the ACA ethical code of confidentiality with respect to any material shared by other members of the class. The disclosure of personal information to anyone outside this class would be considered unethical and you will face consequences for disclosing it to non-class members. Please explore any concerns you have about confidentiality during class time, after class, or via private communication with the instructor.

Personal computers, cell phones, or other electronic devices are a privilege and not needed for regular participation within this class. You will get by just fine with your course text, a notepad, and a writing utensil. Do not do non-class work on these devices during class (no texting, emailing, tweeting, etc.). It is very obvious when you are surfing online, etc., whether you think you are covert or not. If you abuse this policy, the instructor reserves the right to revoke all usage of electronic devices for you and/or the

class. Please be respectful of the class and instructor. If you are expecting an emergency call or you are on call for work, you must let the instructor know prior to class.

## Syllabus Change Policy
The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester.  Any changes made to the syllabus will be announced in advance.

## *University Specific Procedures*
### *Student Conduct*
All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment.  The Code of Student Conduct is described in detail in the Student Guidebook.
http://www.tamuc.edu/admissions/registrar/documents/studentGuidebook.pdf

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: Netiquette
http://www.albion.com/netiquette/corerules.html

### *TAMUC Attendance*
For more information about the attendance policy please visit the Attendance webpage and Procedure 13.99.99.R0.01.
http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf

### *Academic Integrity*
Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work.  For more details and the definition of academic dishonesty see the following procedures:

Undergraduate Academic Dishonesty 13.99.99.R0.03

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf

Graduate Student Academic Dishonesty 13.99.99.R0.10

http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf

## *ADA Statement*
## Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

## Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library- Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
Email: Rebecca.Tuerk@tamuc.edu
Website: Office of Student Disability Resources and Services
http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/

## *Nondiscrimination Notice*

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

## *Campus Concealed Carry Statement*

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the Carrying Concealed Handguns On Campus document and/or consult your event organizer.

Web url:
http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

# COURSE OUTLINE/CALENDAR

| Class # | Date | Topic | Readings/Assignments Due |
|---------|------|-------|--------------------------|
| 1 | 8/28/18 | Introductions, Course Overview, Discussion of fears, concerns, questions about counseling and skills | Review syllabi, course requirements, & engage in opening activities. **Sign-ups for Counselor/Client Pairs; Pre-course Ponderings & What Are the Basic Skills** |
| 2 | 9/4/18 | Helping as a Personal Journey | **Read** Chapter 1 |
| 3 | 9/11/18 | The Therapeutic Relation ship | **Read** Ch. 2 & Special Topics Reading **Show Videos** |
| 4 | 9/18/18 | Invitational Skills | **Read** Ch. 3 & Special Topics Reading |
| 5 | 9/25/18 | Reflecting Skills: Paraphrasing | **Read** Ch. 4 & Special Topics Reading |
| 6 | 10/2/18 | Reflecting Skills: Reflecting Feelings | **Read** Ch. 5 & Special Topics Reading |
| 7 | 10/9/18 | Advanced Reflecting Skills: Meaning and Summarizing | **Read** Ch. 6 & Special Topics Reading **Show Client/Counselor Recordings** |
| 8 | 10/16/18 | Challenging Skills | **Read** Ch. 7 & Special Topics Reading |
| 9 | 10/23/18 | Tape 1 | **Tape 1 Analysis Show Recordings** |
| 10 | 10/30/18 | Assessment and Goal Setting | **Read** Ch. 8 & Special Topics Reading Show video |
| 11 | 11/6/18 | Change Techniques, Part I | **Read Ch. 9** |
| 12 | 11/13 | Change Techniques , Part I | **Read** Ch. 10Special Topics Reading |
| 13 | 11/20/18 | Recordings – Tape 2 | |
| 14 | 11/27/18 | Tape 2 | **Tape 2 Analysis Show Recordings** |
| 15 | 12/4/18 | Evaluation, Reflection, and Termination | **Read Ch. 11 Counselor and Client Reflection Paper Due** |
| 16 | 12/11/18 | Student Conferences | **Individual Meetings** |