Bachelor of Social Work Program

SOWK 3301-110, CRN 10168, Methods and Skills of Social Work

Semester: Spring 2019
Meeting Time/Place: Monday & Wednesday-11:00-12:15 p.m., Warrior Hall, Room # 304
Instructor: Sheena Moore, LMSW
           Title IV-E Program Specialist/Lecturer
Office: Warrior Hall 4th Floor. 420E
Phone & E-Mail: 254-501-5947 (o) s.moore@tamuct.edu
Office Hours: Monday and Wednesday- 1 p.m. to 5:00 p.m.
Tuesday, Thursday, and Friday- 8:00 a.m. to 5:00 p.m.

Important Course Access Information:
This course meets face-to-face, (with supplemental materials made available online. This course uses the A&M-Central Texas Canvas Learning Management System [https://tamuct.instructure.com].

Username: Your MyCT username (xx123 or everything before the "@" in your MyCT e-mail address) Password: Your MyCT password

Email
The social work program, as well at TAMU-CT, corresponds frequently with students via email. In this regard, all students are required to have routine access to email. Personal email addresses should be connected to your A&M email address. For assistance, please contact Information Technology Services at 254-519-5426, its@tamus.edu, visit them in Founder’s Hall room 113 or online at http://www.ct.tamus.edu/departments/informationtechnology/contact.php.

The following course has infused curriculum that prepares students with the necessary casework skills required by 45CFR1356.60 Title IV-E Training Program
911 Cellular:
Emergency Warning System for Texas A&M University-Central Texas

911Cellular is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in 911Cellular through their myCT email account.

Connect at [911Cellular](https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management) to change where you receive your alerts or to opt out. By staying enrolled in 911Cellular, university officials can quickly pass on safety-related information, regardless of your location.

**Course Description**

Methods and Skills of Social Work is a pre-practice course designed to introduce students to the Generalist Social Work Practice Model. Beginning social work skills are introduced to students to aid in the distinction of the profession of helping. These skills include: principles of conducting a helping interview, establishing initial client contacts, attending and listening, empathetic responses, exploration and elaboration, questioning, gaining cooperation, self-disclosure, and termination. Issues of problem-solving with diverse populations and persons from different cultural backgrounds as well as ethical issues of helping relationships are also explored.

**Prerequisites:** Completion of or concurrent enrollment in SWKK 308 (Introduction to Social Work).

**Nature of Course**

This course will cover basic skills of helping individuals and families in the context of generalist social work practice. Dual emphasis will be placed on (1) the knowledge base of these skills and (2) the performance of these skills. The course will assist the student in determining their desire to enter the field of social work and prepare students for further educational experiences at the university and in the Social Work Program.

Generalist social work practice is a holistic approach that provides the practitioner with the knowledge and skills necessary to engage in a change process with a client. This course will particularly focus on the micro practice methods, working with individuals and families. Generalist social work incorporates knowledge that is transferable, empowers individuals, utilizes a variety of intervention strategies, analyzes development across the life span, evaluates the impact of social policies, and serves populations at risk. Generalist social work practice incorporates values that reflect the social worker’s professional *Code of Ethics*, which demands social responsibility and respect for diverse value systems as well as a commitment to continued, ongoing professional development.
Teaching Method:

*Teaching Method:* The primary teaching approach in this course will be collaborative and active learning. Material in the course will be presented through class discussions on readings and additional materials presented by the Lecturer, videos, and class activities (including role-playing).

Program Mission:

The mission of the BSW Program at Texas A&M University - Central Texas is to prepare high quality graduates for entry-level generalist social work practice and advanced education. This education is delivered in a rigorous and student-centered learning environment that promotes professional behavior, values and ethics, human and community well-being, respect for human diversity, and a global perspective, and is guided by a person-in-environment framework, knowledge based on scientific inquiry, and social work competencies.

Generalist Social Work Practice:

Work with individuals, families, groups, communities and organizations in a variety of social work and host settings. Generalist practitioners view clients and client systems from a strength’s perspective in order to recognize, support, and build upon the innate capabilities of all human beings. They use a professional problem solving process to engage, assess, broker services, advocate, counsel, educate, and organize with and on behalf of clients and client systems. In addition, generalist practitioners engage in community and organizational development. Finally, generalist practitioners evaluate service outcomes in order to continually improve the provision and quality of services most appropriate to client needs.

Generalist social work practice is guided by the NASW Code of Ethics and is committed to improving the well-being of individuals, families, groups, communities and organizations and furthering the goals of social justice.

Program Framework

The Social Work Program curriculum is rooted in a framework established by the Council on Social Work Education (CSWE). Specifically, the program endeavors to develop social workers who promote human and community well-being by being able to demonstrate the following 9 core competencies upon graduation:

1. Demonstrate Ethical and Professional Behavior
2. Engage Diversity and Difference in Practice
3. Advance Human Rights and Social, Economic, and Environmental Justice
4. Engage in Practice-informed Research and Research-informed Practice
5. Engage in Policy Practice
6. Engage with Individuals, Families, Groups, Organizations, and Communities
7. Assess Individuals, Families, Groups, Organizations, and Communities
8. Intervene with Individuals, Families, Groups, Organizations, and Communities
9. Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities

Each core competency has specific, measurable practice behaviors that help students and their professors determine if the competency has been achieved. There are 31 total practice behaviors. The complete list of practice behaviors can be found at the end of this syllabus or by reviewing the student handbook.

Course Objectives & Related CSWE Practice Behaviors

This course provides content that helps to prepare you, the generalist social work student, to engage in the following CSWE competencies and related practice behaviors:

1.1 Make ethical decisions by applying the standards of the NASW Code of Ethics, relevant laws and regulations, models of ethical decision-making, ethical conduct of research and additional codes of ethics as appropriate to context.
1.2 Use reflection and self-regulation to manage personal values and maintain professionalism in practice situations.
1.3 Demonstrate professional demeanor in behavior, appearance; and oral, written, and electronic communication.

1.5 Use supervision and consultation to guide professional judgment and behavior.

2.1 Apply and communicate understanding of the importance of diversity and difference in shaping life experiences in practice at the micro, mezzo, and macro levels.
2.2 Present themselves as learners and engage clients and constituencies as experts of their own experiences.
2.3 Apply self-awareness and self-regulation to manage the influence of personal biases and values in working with diverse clients and constituencies.

3.1 Apply their understanding of social, economic, and environmental justice to advocate for human rights at the individual and system levels.

6.2 Use empathy, reflection, and interpersonal skills to effectively engage diverse clients and constituencies.
7.1 Collect and organize data, and apply critical thinking to interpret information from clients and constituencies.
8.1 Critically choose and implement interventions, to achieve practice goals and enhance capacities of clients and constituencies.
8.2 Apply knowledge of human behavior and the social environment, person-in-environment, and other multidisciplinary theoretical frameworks in interventions with clients and constituencies.
8.5 Facilitate effective transitions and endings that advance mutually agreed-on goals.

9.1 Select and use appropriate methods for evaluation of outcomes.
The objectives for this course, that support the CSWE related practice behaviors, are:

1. Students will understand the foundation of social work practice, including key themes in the social work process, the systems perspective, problem-solving processes, and client-worker relationships. Students will understand the sources and impact of authority within social work practice, including mandates that come from clients, the profession, and the employing agency. Students will also understand the professional duties of a social worker. They will learn what it means to identify as a professional social worker and to apply critical thinking to inform and communicate their professional judgment. They will understand how the social work Code of Ethics influences all of their practice.

2. Students will develop basic professional skills related to communication (both verbal and non-verbal, oral and written) and interviewing. Students will understand types of modifications that can be made when communicating with culturally diverse clients. They will understand the role communication plays in their ability to engage, assess, intervene, and evaluate with clients.

3. Students will develop a basic understanding of the stages of generalist social work processes, data collection and assessment, service agreements, strategies for working with clients, and techniques for evaluating and terminating social work services. They will understand what is unique about the ways in which social workers address these strategies, compared with other types of human service professionals. They will learn how these processes are carried out by social workers with a focus on issues of advancing human rights and social and economic justice. They will learn how the context of the agency in which they work shapes the practice strategies they use with clients.

4. Students will develop a basic understanding of the professional use of self and the use of professional supervision. Students will develop the ability to evaluate their own practice critically as well as practice skills of fellow students.

5. Students will demonstrate self-reflection and self-analysis through the process of determining whether they want to pursue a degree in social work. Students will understand that social work is a life-long learning process and that multiple intelligences and their individual personality, strengths, and goals will enhance the quality and variety of their professional practice skills.
The following table shows the relationship between: A) the course objectives, B) the CSWE related competency, and C) the assignments used to assess your ability to fulfill the objective related to the practice behavior:

<table>
<thead>
<tr>
<th>A. Objectives</th>
<th>B. CSWE Related Competency</th>
<th>C. Course Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>(By the completion of the course, it is expected that you will be able to...)</td>
<td>(This is the practice behavior that objective supports)</td>
<td>(This is the assignment used to assess your ability to fulfill the objective related to the practice behavior)</td>
</tr>
</tbody>
</table>
| 1. Understand the foundation of social work practice, including key themes in the social work process, the systems perspective, problem-solving processes, and client-worker relationships. Understand sources and impact of authority within social work practice, including mandates that come from clients, the profession, and the employing agency. Understand the professional duties of a social worker. Understand what it means to identify as a professional social worker and to apply critical thinking to inform and communicate professional judgment. Understand how Code of Ethics influences practice. | 1.1 1.2 1.3 1.5 2.1 2.2 2.3 3.1 6.2 7.1 8.1 8.3 8.5 9.1 | • Concept mastery quizzes  
• Exams  
• Videotaped role-play client interview and self-analysis paper  
• Personal philosophy of social work paper |
| 2. Develop basic professional skills related to communication (verbal and non-verbal, oral and written) and interviewing. Understand types of modifications that can be made when communicating with culturally diverse clients. Understand the role communication plays in ability to engage, assess, intervene, and evaluate clients. | 1.1 1.2 1.3 1.5 2.1 2.2 2.3 3.1 6.2 7.1 8.1 8.3 8.5 9.1 | • Concept mastery quizzes  
• Exams  
• Videotaped role-play client interview and self-analysis paper  
• Personal philosophy of social work paper |
### 3. Develop a basic understanding of the stages of generalist social work processes, data collection and assessment, service agreements, strategies for working with clients, and techniques for evaluating and terminating social work services.

- **1.1**
- **1.2**
- **1.3**
- **1.5**

- Concept mastery quizzes
- Exams
- Videotaped role-play client interview and self-analysis paper
- Personal philosophy of social work paper

Understand what is unique about the ways social workers address these strategies. Understand how these processes are carried out by social workers with a focus on issues of advancing human rights and social and economic justice. Understand how the context of the agency in which they work shapes the practice strategies they use with clients.

### 4. Understand professional use of self and the use of professional supervision. Develop the ability to evaluate their own practice critically as well as practice skills of fellow students.

- **1.1**
- **1.2**
- **1.3**
- **2.3**
- **3.1**
- **6.2**

- Concept mastery quizzes
- Exams
- Videotaped role-play client interview and self-analysis paper
- Personal philosophy of social work paper

### 5. Demonstrate self-reflection and self-analysis through the process of determining whether they want to pursue a degree in social work.

Understand that social work is a life-long learning process and that multiple intelligences and their individual personality, strengths, and goals will enhance the quality and variety of their professional practice skills.

- **2.3**
- **2.3**
- **3.1**
- **6.2**

- Concept mastery quizzes
- Exams
- Videotaped role-play client interview and self-analysis paper
- Personal philosophy of social work paper
Course Requirements:

- 1 CVD-R disc

*Students can work together for the purchase of DVD-R
*Professional Dress: student can visit the TAMUCT Career Closet if needed

Required Text

- National Association of Social Workers: Technology Standards
- National Association of Social Workers: Cultural Competence Standards
- Texas Social Work Practice Act Occupations Code Chapter 505
- Texas Administrative Code Part 34, 781, **pages 1-5 ONLY**

Recommended


Textbook Purchasing

A student of this institution is not under any obligation to purchase a textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.
Final Grades
A total of 1000 points can be earned from the course assignments, as follows:

<table>
<thead>
<tr>
<th>Course Assignment</th>
<th>Percentage of final grade</th>
<th>Total possible points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Profile</td>
<td>10%</td>
<td>100</td>
</tr>
<tr>
<td>Concept Mastery Quizzes</td>
<td>10%</td>
<td>100</td>
</tr>
<tr>
<td>Mid-Term Exam</td>
<td>15%</td>
<td>150</td>
</tr>
<tr>
<td>Final Exam</td>
<td>15%</td>
<td>150</td>
</tr>
<tr>
<td>Videotaped Interview</td>
<td>15%</td>
<td>150</td>
</tr>
<tr>
<td>Self-analysis paper of videotaped interview</td>
<td>15%</td>
<td>150</td>
</tr>
<tr>
<td>Personal Statement of SW Philosophy</td>
<td>10%</td>
<td>100</td>
</tr>
<tr>
<td>Attendance/Participation</td>
<td>10%</td>
<td>100</td>
</tr>
<tr>
<td>Totals</td>
<td>100%</td>
<td>1000 points</td>
</tr>
</tbody>
</table>

Final Points & Percentages* and Corresponding Grades are based on the following:

A = 90% to 100% (900 to 1000 points)
B = 89% to 80% (890 to 800 points)
C = 79% to 70% (790 to 700 points)
D = 69% to 60% (690 to 600 points)
F = 59% or less (590 points or less)

*Note: Final grade percentages are rounded to the next highest value (ex: 79.5% = 80%)
Course Assignments

The following activities will be completed during the semester.

1. Professional Profile (10%)

   Students will be engaged in activities to demonstrate they are professional social workers.
   - Student will create a personal business card using Microsoft Word, 10pts
   - Send Ms. Moore a professional email, that you have read, received and will abide by the expectations of the syllabus, 10pts
   - Creating a profile will consist of the following:
     - Business Headshot, 10pts
     - Professional language and creativity, 10pts
     - Must request a professional email via Canvas to Ms. Moore, 10pts
     - Annotated Bibliography of self-care and social work practice: cover page, first paragraph will be the summary of journal article from TAMUCT online library and the second paragraph will be over how the student will use the information for their professional practice, 20pts

Professional Thursday! Every Thursday student is expected to dress professionally for class. Business casual is acceptable for this assignment, 30pts. Ms. Moore will give you feedback on dressing as a professional social worker.

2. Concept Mastery Quizzes (10% of final grade)

   Many of the class periods will include a take-home quiz to help students solidify their understanding of the concepts presented in the course material and how to apply them. Typically, the quiz will be available on Canvas at the end of class as a take-home quiz, and it is due at the beginning of the next regularly-scheduled class period. If a student misses class, it is the student’s responsibility to check Canvas and stay abreast with quizzes. THE QUIZ WILL NOT BE AVAILABLE AFTER THE DUE DATE!

At the end of the semester, the student’s average numerical grade on all quizzes (including any zeros) will represent 10% of their final grade. Quizzes will not be pre-announced, so every day students should come to class prepared for the possibility that a quiz might be given.

Note: Take-home quizzes must be completed by each student alone. There is to be NO sharing of quiz answers with other students; this constitutes cheating. If a student shares their quiz answers with another student, BOTH students will receive a grade of 0 (zero) on that quiz.
3. Mid-Term and Final Exams (30% of final grade total, 15% each)

There will be two tests given in this course, a mid-term and a final exam. See the Course Schedule in this syllabus for exam dates. These exams may include true-false, multiple choice, matching, and/or short essay questions, expecting the student to demonstrate their ability to integrate the learning they have done in the class (from reading, class discussions, watching videos in class, etc.). The mid-term may be a take-home exam, and **students are not allowed to work on the exam together; all work must be the student’s own.** For the final exam, given in class, students will be allowed to bring with them two 3x5 inch index cards with handwritten notes on them to use while completing the exams. No other materials can be used during the testing, and ONLY index cards of this size can be used. Students may be asked to turn in their cards with their exam to verify that what they used complied with these requirements. **No technology, including cell phones, can be visible while students are taking the exam.**

In an emergency that keeps a student from being able to attend class on the day the final is given, the student is responsible for contacting the professor in advance to see what arrangements, if any, can be made to make up the exam before the day it is actually being given. Since the final exam is being given on the final day of class, it will NOT be possible for a student to make up the exam AFTER the date it is given in class.

4. Videotaped Interview and Self-Analysis: 15% points each (300 points total) 15% each, (30% total)

Each student will complete a videotaped interview with a classmate acting as “client”. **Students will be assigned in pairs.** For one videotape, one student is the client. For the other videotape, the other student is the client, so each member of the team has a chance to be the social worker for purposes of the videotapes. **The interview needs to last at least 12 minutes.** Students will be given their client case scenario when they come to do the interview, and they will be given 5 minutes to talk together about the scenario before the videotaping begins. The “social worker” student will focus on implementing the communication, interviewing, and social work process guidelines that have been learned in the class. In each case scenario, the “social worker” will be meeting with the “client” for the first time, conducting an assessment interview. **THE ENTIRE 12 MINUTES MUST FOCUS ENTIRELY ON ASSESSING THE CLIENT’S SITUATION; NO ADVICE-GIVING, INTERVENTIONS, OR ATTEMPTS TO SOLVE THE CLIENT’S PROBLEMS CAN OCCUR.** **STUDENTS WHOSE INTERVIEWS INCLUDE PROBLEM-SOLVING EFFORTS WILL HAVE THEIR GRADE DEDUCTED FOR THIS.** Students are encouraged to practice interviewing their partner as much as possible before the day of the videotaping.
After completing the taping, each student will view his/her own taped interview, will write a COMPLETE TRANSCRIPT of everything (word for word) that was said/done during the interview, and in a second column will include comments that reflect a self-analysis of how well they think they did during the interview and things they feel might have been more effective. **Be sure the comments you make align correctly with what was said in the interview on which your comments are based.** It is suggested that students write this paper by creating a table with 2 columns and as many rows as you need to cover each time the social work student says something and the “client” responds. **At the end of the paper, after your comments on the videotape transcript, you also need to write a paragraph summarizing what you viewed as your overall strengths in the interview and what you think you need to continue working on improving with regard to your interviewing skills.** PAPERS MUST BE DOUBLE SPACED IN THEIR ENTIRETY; SINGLE SPACED PAPERS WILL NOT BE GRADED. See the attached example of a small part of a self-analysis paper for a sample of how this should be written.

Students must bring a DVD mini-disk for the taping (information regarding the correct kind of disk to buy will be provided). A particular day and time will be set aside to do the videotaping at the University. Using equipment here, students will sign up for the videotaping time they want (days/times will be provided for you to sign up). **These will be the only day/times on which videotaping will occur.** A student who does not show up to do their videotape will receive a grade of 0 (zero) for this portion of the course. The professor will give students written feedback about their videotaped interview, using the transcript provided by the student. This syllabus contains the form that will be used to provide feedback.

Grading of the videotaped interviews will have two aspects. Fifteen percent (15%) of the student’s grade for the course will be based on how well the student has learned and is able to use guidelines for interviewing learned in class. **See the attached grading rubric to see how this portion will be graded; be sure and review this before you do your videotaped interview and again before you do your written self-analysis of your interview so you will remember the kinds of things you are expected to demonstrate during your interview.** An additional fifteen percent (15%) of the student’s grade for the course will be based on the quality of the student’s self-analysis of the video. Thus, if the student makes a mistake during the interview (for example, constantly asking closed-ended yes/no questions), this will have less impact on the grade if the student’s self-analysis shows recognition of this weakness and includes suggestions for more effective ways the questions could have been asked/interactions could have been handled.
5. **Personal Statement of Social Work Philosophy paper (10% of grade)**

Each student will write their personal social work philosophy statement, which is part of the students’ application to the social work major. The following is an outline of what to include in your paper:

**Personal Statement of SW Philosophy**

**Autobiographical Sketch**
- Your personal history as it applies to your decision to go into social work
- Significant people/events that led you to choose this field
- How your motives, personality characteristics, and values relate to mission/purposes of SW profession

**Self-Assessment**
- Your strengths and weaknesses as you are currently aware of them
- How the SW program fits into your career aspirations and what you would like to do in SW, as far as you know right now
- How your learning style, personality characteristics, and learning needs/goals fit with the SW program
- What areas of professional KSA’s (knowledge, skills and abilities) are you already proficient in, and what areas need further study/work?
- What have you studied so far that most struck a chord with you, and why?

**Personal and Philosophical Perspectives**
- Your personal philosophy/perspectives about the profession of SW and SW roles you envision performing
- Your personal philosophy/perspectives about SW practice issues
  - What approaches do you most value?
  - What models might you use in helping clients?
- Your personal philosophy/perspectives about human behavior and change
- Your personal philosophy/perspectives about the future, about society and how SW fits into that future
- Your personal philosophy and how it fits with the social work Code of Ethics. What ethical issues do you currently anticipate being most difficult for you, and why? (For example, are there personal or religious beliefs that you hold that might conflict with the Code of Ethics? How do you plan to keep that from being a problem in your practice as a professional social worker?)
**Note:** On your Personal Statement of Social Work Philosophy paper, 25% of the grade will be based on the style of your writing – i.e., on correct spelling, composition, punctuation, grammar and APA usage. Five (5%) of your grade will be based on structure – i.e. page numbers, APA usage, etc. Seventy (70%) of the grade will be on content of the written assignment. Social workers do a great deal of writing; it is essential that you develop professional, clear patterns of written communication since it will affect your professional reputation. All writing errors in your paper will be corrected by the professor, and you need to study those corrections after the paper is returned so you will understand what kinds of errors you tend to make and you can avoid making the same mistakes in subsequent papers. Your score on this 25% of the grade will depend on how many writing errors you made. If you do not understand some of the corrections that are made in your papers, ask the professor about them. See the Philosophy Paper rubric attached.

6. **Class Attendance & Participation (10% of final grade)**

   **Attendance:** Students are expected to be present for every scheduled class session to enrich the learning experience. Students receive **5 points** for each day of attendance and a zero (0) for an absence, tardiness, or early departure from class without prior discussion and approval by the instructor. If you are unable to avoid missing a class, you must notify the professor via email before the class period to explain the absence.

   Further, students are expected to actively engage in the learning during class. This includes engaging in discussion, activities, and actively listening to discussions and lectures taking place in class. The instructor assumes that attendance will yield positive and active engagement as outlined above. Failure to attend or to actively engage in positive ways as outlined above and in accordance with the class policies, university code of conduct, and school behavioral expectations (see professional behavior rubric attached to this syllabus) will yield a zero (0) for attendance/participation. Hence, it is important to be aware that absences and failure to adhere to class policies while in class can and will impact this portion of your grade. **Please note:** If your schedule is such that you find it consistently difficult to arrive to class on time, remain for the full class, or arrive to class at all, it is best that you find a course that would best meet your scheduling needs.
CODE OF CONDUCT FOR CLASSROOMS

Class Policies

The following policies apply to all students enrolled in this course:

Students are not permitted to enter class more than ten (10) minutes late. Exceptions will be made with prior discussion and approval by the professor only.

Once class has begun, students are expected to remain for the duration of the class. It is expected that all students will take care of personal affairs (i.e., get beverages, take care of phone calls, meeting with students and other professors, use the restroom, etc.) before class begins. Students who have a medical/physical condition for which they need to request an exception to this policy are advised to speak with the Disability Services Coordinator and/or discuss this with the professor to see if an exception can be granted. Students leaving the class outside of these parameters should not attempt to re-enter the class and will receive a 0 for class participation and/or attendance that day. Please note: During the summer when classes are 2 hours and 30 minutes in length, the instructor will have a minimal 10 minute break built into each scheduled learning period to support student needs.

Students are expected to display professional decorum at all times. This includes, but is not limited to, respecting classmates and the instructor. In this regard, it is expected that students will not speak to/hold conversations with/pass notes to other students, use cell phones, or engage in other types of unprofessional behaviors once class has begun. Talking during lecture, out of turn, or while other students are talking is disruptive to the learning environment, disrespectful to peers, and unprofessional in demeanor. Students are strongly encouraged to engage in discussion in a respectful and appropriate manner; hence, it is expected that students apply classroom etiquette and raise a hand if there is something to share or to answer a question. It is also expected that students will display patience in raising a hand and recognize that the professor will eventually call on the student and/or may attempt to vary responses from peers and not call on the student in an effort to do so. Shouting out answers, making loud noises, and/or waving a hand vigorously to capture attention is unprofessional and inappropriate behavior. Consistent display of such behavior will result in consultation by the professor and can potentially impact the attendance/participation grade. Students are encouraged to use a "parking lot" to for questions that may be better to address after class with the professor.

Please note: This professor will NOT assign seats to students. If behavior accelerates to such a need, a meeting will be requested with the student, the instructor and potentially the department to address appropriateness to be able to continue with the course. If it is determined that the behavior significantly impacts/impairs learning for other students, the student may be asked to leave the class permanently, resulting in an F for the course.
To support the academic learning environment, students are asked to refrain from sharing personal information in class that will not support/add significantly to the class discussion. Sharing of personal stories and/or issues that are not related to the topic can distract class learning and limit knowledge sharing by the professor and other students. In this regard, please note that the professor reserves the right to redirect/limit such conversations in class unless students are expressly asked to share such information by the instructor.

**NO TECHNOLOGY IS PERMITTED DURING IN CLASS EXAMS, QUIZZES, OR OTHER TYPES OF ASSIGNMENTS AS DEFINED BY THE PROFESSOR, UNLESS GIVEN SPECIFIC PERMISSION BY THE PROFESSOR.** During such assignments, students may be asked to turn in cell phones to the professor, place bags beneath desk or to the side of class, or other request to minimize use of such technology. Students discovered to be using cell phones, ipads, e-readers, recording devices, etc. during assignments without expressed, written approval by the professor to do so will receive a zero (0) for the assignment and referred to Student Affairs for academic integrity concerns. Students warned against doing so once and found to do so again in this or any subsequent course will receive an F for the course in which the behavior was identified and referred to Student Affairs.

Students are **NOT** permitted to work collaboratively (together) on any assignment unless given EXPRESSED permission by the instructor to do so. This includes homework, take home quizzes, papers, etc. Failure to adhere to this policy can result in a zero (0) on the assignment and referral to Student Affairs for academic integrity concerns.

Unless otherwise noted, hard copies of papers must be submitted. Students should be prepared to submit electronic copies of any paper for class at the discretion of the instructor.

**All assignments must be turned in at the beginning of class on the day they are due** unless indicated otherwise by the professor. The professor will explain to you when the beginning of class is for the course (for example: 10 minutes after the start of class, following the class greeting by the instructor, etc.). Late work **will not** be accepted or graded unless this has been discussed with and approved by the professor **BEFORE** the due date (not the due time) of the assignment. **Being absent from class on a day when an assignment is due does NOT grant a student an extension to the due date:** the student must still arrange to get that assignment turned in to the professor before class starts. Allowing students to turn in assignments late for a grade is not fair to other students who get their work done on time, disrupts the grading process for the professors, and sends a message that such behavior is professionally “okay,” which it is not. This, as well as all other policies, will be held to strict code, and failure to adhere to this policy will result in a zero (0) for the assignment. This is inclusive of all assignments.
Please note: This professor considers it unprofessional and unacceptable to run into class with a newly printed paper and attempt to assemble the paper at the professor’s desk/podium (getting pages together, stapling, etc.) prior to turning the paper/assignment in. This shows failure to effectively plan and take initiative to get assignments turned in on time. Two (2) points will be deducted from any paper/assignment (even if turned in before class) that is prepared and submitted in such a manner; hence, it is advisable to appropriately assemble papers for submission BEFORE entering class.

All papers submitted for grading MUST adhere to APA 6th edition standards unless otherwise stated by the professor. This means that all papers must, minimally, be: 1) typed, 2) double spaced, 3) use Times New Roman font, 4) use 12 point font, 5) include an APA style cover page, and 6) include in-text citations AND a reference page for ANY SOURCED INFORMATION (this includes information learned in current or previous classes, read online, learned during a personal communication, reviewed over email, read in a text-book, etc.). Further, all typed papers submitted in class MUST be stapled or clipped together (if too large for staple). It is not acceptable, nor professional, to hand in a paper that is not professionally bound (in academia, professionally bound means stapled or securely clipped together). Unless instructed to do so, submitting papers in folders, binders, etc. are not required and should be limited in use.

TAMU-CT expects all students to maintain high standards of personal and scholarly conduct and avoid any form of academic dishonesty. Academic dishonesty includes, but is not limited to, plagiarism (intentional or unintentional), copying another person’s work, turning in someone else’s work as your own, downloading material from the internet and inserting it into a paper as if it was your own work, taking ideas from classes or readings and putting them in a paper without citations/references, cheating on an examination or other academic work, collusion, and the abuse of resource materials. Any idea, even paraphrased ideas, used or borrowed must be given credit by showing the source with an appropriate citation and reference. Any student who violates class and/or university policies regarding Academic Honesty will be sanctioned according to the University and program guidelines. More information on university policies can be found at www.ct.tamus.edu/studentconduct. A copy of the University’s policy is also located at the end of this syllabus.

Additional & Important Note on Writing Assignments: All written assignments are expected to be the original work of the student. While paraphrasing and some direct quotations are permitted, it is expected this will be done within the context of your own analysis and synthesis of the information read. Paraphrasing is a skill of reading information and, using your own thoughts, summarizing the information in a way that supports the topic discussed. While the paraphrase involves your own thoughts, it originates from a source and that source is cited. Quoting is a matter of taking words, verbatim, from another source and restating them without, or with minimal, manipulation. Quotations are placed in quotation marks (“ ”) or placed in a block format within the text. Quoting does not involve analysis and synthesizing and, therefore, does not require critical thinking except when used
appropriately to support (not substitute) an idea. Because of this, students are discouraged from using significant quotations as this limits your learning experience. Students found to excessively quote will be penalized. Students using words as their own without appropriately citing will be penalized— including failing the assignment and up to failing the course. Students found to have plagiarized (using words as your own without giving proper credit, whether paraphrasing or directly quoting) will also be referred to the Student Affairs. Therefore, it is VERY important that students take academic integrity in writing very seriously. If you are in doubt, it is always best to cite your source and/or speak with your professor for more guidance. The Writing Center, Library, and Owl Purdue are also resources that can help you. A copy of this statement is located at the end of this syllabus. You are required to acknowledge receipt and understanding regarding the policy for academic integrity in this course by signing and submitting the acknowledgement statement no later than the second (2nd) week of class. Failure to do so will result in consultation with the professor, program faculty and/or Student Affairs and could limit your successful continuation in this course.

Class discussions, oral presentations, and written materials must adhere to professional standards of expression and conform to the style described by the American Psychological Association (APA, 2009). This includes avoidance of the use of language that degrades women, people of color, gays, lesbians, bisexuals, transgendered, and other diverse and at-risk populations. All students are expected to display the utmost respect for all people, regardless of differences.

Internet has created the ability for students and social workers to communicate and share information quickly and to reach millions of people easily. Participating in social networking and other similar Internet opportunities can support a students’ personal expression, enable individual social workers to have a professional presence online, foster collegiality and camaraderie within the profession, provide opportunity to widely advocate for social policies and other communication. Social networks, blogs, and other forms of communication online also create new challenges to the social worker-client relationship. Students should weigh a number of considerations when maintaining a presence online:

(a) Students should be cognizant of standards of client privacy and confidentiality that must be maintained in all environments, including online, and must refrain from posting identifiable client information online or conducting searches using client information.

(b) When using the Internet for social networking, students should use privacy settings to safeguard personal information and content to the extent possible, but should realize that privacy settings are not absolute and that once on the Internet, content is likely there permanently. Thus, students should routinely monitor their own Internet presence to ensure that the personal and professional information on their own sites and, to the extent possible, content posted about them by others, is accurate and appropriate.
(c) Students should never interact with clients, co-workers, or supervisors on the Internet, students must maintain appropriate boundaries of the social worker-client relationship in accordance with professional ethical guidelines, just as they would in any other context. Example, do not ask your supervisor, clients, or co-workers to be your friends on Facebook. Example, do not accept friend request of any client or anyone you work with at your field agency.

(d) To maintain appropriate professional boundaries students should consider separating personal and professional content online. Should a client seek out a student online, the student should direct the client with the students professional contact information.

(f) Students must recognize that actions online and content posted may negatively affect their reputations among clients and colleagues, may have consequences for their social work careers and can undermine public trust in the social work profession.

(Adopted from the American Medical Association, 2010)

Final Note Regarding Class Policies

The aforementioned policies are designed to create and foster a positive and rewarding learning environment for all students. Failure to adhere to the aforementioned class policies, as well as university policies, demonstrates a potential inability to conduct oneself professionally in the field of study. These policies are applicable throughout the program and, as such, students who consistently fail to comply with these policies will be considered inappropriate candidates for field placement and/or the degree of Bachelor of Social Work at TAMU-CT, as their behavior is considered inappropriate for a social work practitioner.

An assessment of student behavior as it relates to class policies, and overall decorum required throughout the TAMU-CT social work program and the University, is provided via the “Rubric for Assessing Professional Behaviors” (attached to this syllabus). Any student in this course found to perform below the standard requirements will be provided with a rubric outlining areas for concern. Failure to obtain scores of 3 or 4 in any of the 15 professional behavior areas listed in the rubric will limit a student’s ability to be assigned a field placement and/or can result in removal from a field placement. These behaviors, which align with the National Association of Social Workers (NASWs) core values and ethics, TAMU-CTs Code of Conduct, and the Social Work Program class policies, are considered the expected professional behaviors of social work interns and future generalist social workers and, therefore, are held to the strictest code.

University Resources, Procedures, and Guidelines

20 | Moore
**Drop Policy**

If you discover that you need to drop this class, you must complete a [Drop Request Form](https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf).

Professors cannot drop students; this is always the responsibility of the student. The Registrar’s Office will provide a deadline on the Academic Calendar for which the form must be completed, signed and returned. Once you return the signed form to the Registrar’s Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar’s Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

**Academic Integrity**

Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student’s academic performance and includes, but is not limited to, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student’s work, collusion, and the abuse of resource materials. All academic misconduct concerns will be reported to the university’s Office of Student Conduct. Ignorance of the university’s standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

**Academic Accommodation**

At Texas A&M University-Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier-free education. The Office of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the university’s programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Office of Access and Inclusion at (254) 519-5797. Any information you provide is private and confidential and will be treated as such.
Important information for Pregnant and/or Parenting Students.
Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related guidance from US Department of Education’s Office of Civil Rights, the Dean of Student Affairs’ Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. Students should seek out assistance as early in the pregnancy as possible. For more information, please visit the Student Affairs web page [https://www.tamuct.edu/student-affairs/index.html]. Students may also contact the institution’s Title IX Coordinator. If you would like to read more about these requirements and guidelines online, please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender—including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Associate Dean in the Division of Student Affairs at (254) 501-5909 to seek out assistance. Students may also contact the University’s Title IX Coordinator.

For more information please visit our Access & Inclusion web page [https://www.tamuct.edu/student-affairs/access-inclusion.html].

Tutoring
Tutoring is available to all A&M-Central Texas students, both on-campus and online. Subjects tutored on campus include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Tutors are available at the Tutoring Center in Warrior Hall, Suite 111.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, or have any other question, contact Academic Support Programs at (254) 519-5796, or by emailing Dr. DeEadra Albert-Green at deeadra.albertgreen@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject from on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log in and receive FREE online tutoring and writing support. This tool provides tutoring in over 40 subject areas. Access Tutor.com through Canvas.

University Writing Center.
Located in Warrior Hall 416, the University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free workspace open to all TAMUCT students from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours in the University Library Monday thru Thursday from 6:00-9:00 p.m. This semester, the UWC is also offering online only hours from 12:00-3:00 p.m. on Saturdays.
Tutors are prepared to help writers of all levels and abilities at any stage of the writing process. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. By providing a practice audience for students’ ideas and writing, our tutors highlight the ways in which they read and interpret students’ texts, offering guidance and support throughout the various stages of the writing process. In addition, students may work independently in the UWC by checking out a laptop that runs the Microsoft Office suite and connects to WIFI, or by consulting our resources on writing, including all of the relevant style guides. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the UWC is here to help!

Students may arrange a one-on-one session with a trained and experienced writing tutor by visiting the UWC during normal operating hours (both half-hour and hour sessions are available) or by making an appointment via WCOnline. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu if you have any questions about the UWC and/or need any assistance with scheduling.

**Library Services**

The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 85,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M-Central Texas are available through our website to help students navigate these resources. On campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available 24 hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the A&M-Central Texas main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our Library website [http://tamuct.libguides.com/index].
A Note about Sexual Violence at A&M-Central Texas

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don’t agree with their behaviors and tell survivors we will support them. Your actions matter. Don’t be a bystander; be an agent of change. For additional information on campus policy and resources visit the Title IX webpage [https://www.tamuct.edu/departments/compliance/titleix.php].

Professor’s Philosophy:

As your Instructor, I look forward to providing support and guidance to assist you on your journey to becoming a generalist social worker. During this course, you will be challenged with integrating what you have learned in your classes and incorporating that in your field work. Often, I will urge you to evaluate your weaknesses and acknowledge your strengths to work towards bettering your generalist practice in social work. My desire is that your experiences in this course will help you with “Learning Lessons” that are needed to develop a strong competency and efficiency as a social worker.
## COURSE SCHEDULE*

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Course Content/Assignments</th>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Introductions</td>
<td>Canvas Handout: Becoming a social worker Learning Skills for Social Workers Bloom’s Taxonomy of Learning</td>
</tr>
<tr>
<td>1/14/19</td>
<td>Icebreaker Game</td>
<td>Turn in page 45 of syllabus Email Ms. Moore via Canvas, you have read and understand the expectations of the syllabus by 1/16/19</td>
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<tr>
<td></td>
<td>Review of syllabus</td>
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<td>What is a social worker, and why do you want to be one?</td>
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<tr>
<td>Wednesday</td>
<td>Becoming a Professional, clinicians and other types of helpers</td>
<td>Canvas Handout: Murphy and Dillon, pp. 1-16</td>
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<tr>
<td>1/16/19</td>
<td>Features of Clinical Interview and Relationship, purpose, theory, scientific base, roles, labels, structure, contract, unique relationship, intentional use of self, listening on multiple levels, informed by ethics and values, multicultural practice Our worldview</td>
<td>Canvas Handout: Pathways to Health and Mental Health Care</td>
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<tr>
<td>Monday</td>
<td>Martin L. King Jr. Day</td>
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<tr>
<td>1/21/19</td>
<td>(University Closed No Class)</td>
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<tr>
<td>Wednesday</td>
<td>Our worldview (con’t)</td>
<td>Canvas Handout: Murphy and Dillon, pp. 17-31</td>
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<tr>
<td>1/23/19</td>
<td>Learning to be a professional</td>
<td>Canvas Handout: Acceptance of Others Scale</td>
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<td>Natural style</td>
<td>Roleplay: Cultural Complications in Interviews</td>
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<td>REVIEW method</td>
<td>Advocacy</td>
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<td>Learning from mistakes</td>
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<td>Class exercise on art and science of social work</td>
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<tr>
<td>Monday</td>
<td>The clinical relationship, multicultural practice, and ethics</td>
<td>Canvas Handout: Murphy and Dillon, pp. 33-52</td>
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<tr>
<td>1/28/19</td>
<td>Multiculturalism, difference, and diversity</td>
<td>Canvas Handout: SWK Liability Laws and Ethics</td>
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<td>Multiple identities and intersectionality</td>
<td>Creating a Professional Profile Check-In</td>
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<td>Prejudice, discrimination, and racism</td>
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<td>Multicultural practice</td>
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<td>Professional ethics</td>
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<td>Ethical dilemmas</td>
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<td>Date</td>
<td>Topic</td>
<td>Handouts/Notes</td>
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<tr>
<td>Wednesday</td>
<td>Ethical dilemmas (con't)</td>
<td>Murphy and Dillon, pp. 53-71</td>
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<tr>
<td>1/30/19</td>
<td>Ethical decision-making</td>
<td>Canvas Handouts: Confidentiality of MH Records/Info</td>
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<td>Informed consent</td>
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<td>Multiple relationships</td>
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<td>Confidentiality</td>
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<td>Social justice and advocacy</td>
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<td>Ethics in the electronic age</td>
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<tr>
<td>Monday</td>
<td>Creating a Professional Profile: Professional Photo</td>
<td>Murphy and Dillon, pp. 73-92</td>
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<tr>
<td>2/4/19</td>
<td>Interview Environment: The Office</td>
<td>Canvas Handouts: Home Visits Safety</td>
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<td>Home Visits</td>
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<td>Online Services</td>
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<td>Safety</td>
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<td>Clinician Expectations, Clinician Persona</td>
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<td>Diagnosis, Labeling</td>
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<td><em>Next class: Bring photo of your professional office</em></td>
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<tr>
<td>Wednesday</td>
<td>Client Expectations, Client Persona</td>
<td>Murphy and Dillon, pp. 93-111</td>
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<td>2/6/19</td>
<td>Getting Ready</td>
<td>Canvas Handouts: Preparing Skills</td>
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<td>Anticipatory Empathy</td>
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<td>Greetings and Welcoming</td>
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<td>Use of Names</td>
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<td>Opening Lines</td>
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<td>Client Rights and Responsibilities</td>
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<td><em>Preparing Skills Exercise</em></td>
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<tr>
<td>Monday</td>
<td>Attending and Listening</td>
<td>Murphy and Dillon, pp. 113-129</td>
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<tr>
<td>2/11/19</td>
<td>Creating a Professional Profile: Email Ms. Moore professional link</td>
<td>Canvas Handouts: Interviewing Listening</td>
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<td>Interviews</td>
<td>Non-Verbal Communication</td>
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<td>Focused Attending</td>
<td>Observation of Client</td>
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<td>Clinical Listening</td>
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<td>Non-Verbal Communication</td>
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<td>Paralinguistic Cues</td>
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<td>Metacommunication</td>
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<td><em>Observation of Client Class Exercise</em></td>
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<tr>
<td>Wednesday</td>
<td>Listening to Clients’ Stories</td>
<td>Murphy and Dillon, pp. 130-144</td>
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<td>2/13/19</td>
<td>Listening for Themes and Patterns</td>
<td>Canvas Handouts: Self Control Schedule</td>
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<td>Listening to the Relationship</td>
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<td>Bridging Linguistic Differences, Use of Interpreter</td>
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<td>Themes and Patterns</td>
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<td><em>Class Exercise</em></td>
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<td>*Reminder: Personal Philosophy of Social Work Paper, due Wednesday 2/20/19</td>
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<tr>
<td>Day</td>
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<td>Reading Material</td>
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<td>Monday</td>
<td>Support and Empathy, Concrete Support, Supportive Presence, Warmth &amp; Caring, Acceptance, Genuineness, Validation, Societal Norms and Personal Values, Strengths, Stylistic Differences, Availability, Advocacy</td>
<td>Murphy and Dillon, pp. 145-162</td>
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<td>Support and Empathy, Concrete Support, Supportive Presence, Warmth &amp; Caring, Acceptance, Genuineness, Validation, Societal Norms and Personal Values, Strengths, Stylistic Differences, Availability, Advocacy</td>
<td>Creating a Professional Profile: Business Cards Due</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Empathy, Communicating In Empathy, Mirroring, Empathic Echo, Empathic Reflection, Empathic Failures</td>
<td>Murphy and Dillon, pp. 163-178</td>
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<tr>
<td>Monday</td>
<td>Exploration and Elaboration, Questions, Closed/Open Ended Questions, Prompts, Silence</td>
<td>Murphy and Dillon, pp. 179-194</td>
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<td>Exploration and Elaboration, Questions, Closed/Open Ended Questions, Prompts, Silence</td>
<td>Open &amp; Closed- Questions</td>
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<td>Monday</td>
<td>Assessment Technology, Culturagram, Genogram</td>
<td>Murphy and Dillon, pp. 211-234</td>
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<td>Assessment Technology, Culturagram, Genogram</td>
<td>Creating a Professional Profile Assessment Class Exercise</td>
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<tr>
<td>Wednesday</td>
<td>Assessment Findings, Inference, DSM Diagnosis/Axes, Assessment Reports, Clinical Record, Goal Setting, Partializing, Prioritizing</td>
<td>Murphy and Dillon, pp. 235-254</td>
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<td></td>
<td>Assessment Findings, Inference, DSM Diagnosis/Axes, Assessment Reports, Clinical Record, Goal Setting, Partializing, Prioritizing</td>
<td>MID-TERM EXAM</td>
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<tr>
<td>Date</td>
<td>3/11-15/19</td>
<td>Spring Break (University Open No Class)</td>
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<td><strong>Murphy and Dillon, pp. 255-285</strong></td>
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<td>---------------------------------------------</td>
</tr>
</tbody>
</table>
| Wednesday 4/10/19 | Clinical Relationship Transference/Counter-Transference  
Relationship Dynamics   Examining the Moment  
Processing the Process  
Indirect References  | Murphy and Dillon, pp. 353-372 |
| Monday 4/15/19     | Addressing Issues of Difference, Power and Influence  
(Clinician’s, Client’s)  | Murphy and Dillon, pp. 372-383  
Videotape and Transcript/Self-Analysis Paper Due |
| Wednesday 4/17/19  | Self-disclosure  Confidentiality  Limits on Clinical Conversations  
Out of Office Contacts  
Gifts  Touch  Sexual Attraction  
Limit Setting  
Videotape: “Subtle Boundary Dilemmas” (0:22) (VC 3479)  
**Creating a Professional Profile: Check-In**  | Murphy and Dillon, pp. 385-416 |
| Monday 4/22/19     | Crisis and Crisis Intervention  
Help Client Tell Story  
Sense of Safety  
Stress Reduction  
Violence Scenarios Class Exercises  | Murphy and Dillon, pp. 417-433  
Canvas Handouts: Violent Clients |
| Wednesday 4/24/19  | Crisis, Continued  Make Meaning of Events  
Rituals for Healing  Suicide Prevention  Community Crises  
Clinician in Crisis  | Murphy and Dillon, pp. 433-449 |
| Monday 4/29/19     | Videotape: “When Helping Hurts: Sustaining Trauma Workers” (0:52) (DVD # 1518)  
**Creating a Professional Profile: Annotated Bib of Self-Care Due**  | |
| Wednesday 5/1/19   | Endings and Transitions  
Foreshadowing Ending  
Types of Endings  
Tasks of Endings and Transitions  | Murphy and Dillon, pp. 451-475  
Canvas Handouts: Termination of Services |
| Monday 5/6/19      | Referrals, Transitions, Planned Breaks, and Interruptions  
Abrupt Endings  Feeling the Loss  | Murphy and Dillon, pp. 475-485  
Canvas Handouts: Court Testimony Responding to Subpoena |
Murphy and Dillon, pp. 487-508
Canvas Handouts: Stress Management/Relaxation
Job Burnout Ups Diabetes Risk

*Professor reserves the right to amend this syllabus at any time.

Bibliography
The following resources were used in developing handouts for this class and/or can be used by students to provide further information on the topics covered by the course:  (Note: These are not in APA format, so do not copy this format in your papers.)


### Transcript of Videotape

<table>
<thead>
<tr>
<th>SW: Good morning, Ms. Jones. I’m glad you were able to make it in. What brings you here today?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CL:</strong> I have really been stressed out lately because of my job. I was hoping maybe you could help me with that.</td>
</tr>
<tr>
<td><strong>SW:</strong> What kind of job do you have?</td>
</tr>
<tr>
<td><strong>CL:</strong> I am a sixth grade teacher.</td>
</tr>
<tr>
<td><strong>SW:</strong> What do you teach, and how long have you been teaching?</td>
</tr>
<tr>
<td><em>(You would put here everything client said about the job.)</em></td>
</tr>
</tbody>
</table>

### Analysis

<table>
<thead>
<tr>
<th>Good introduction, but my body language was stiff. I should have tried to appear more relaxed. I had good eye contact with her.</th>
</tr>
</thead>
<tbody>
<tr>
<td>I could have said something empathetic before just jumping in with my first question. For example, I could have said, “I’m glad you decided to come get some help with that; job stress can be very frustrating.” Closed ended questions and multiple questions are not good. I should have asked an open ended question at first, such as, “Tell me about your job and the kinds of stresses it has been creating for you.”</td>
</tr>
<tr>
<td>I’m sitting forward and really listening to her, which is good. I think she could tell I was really interested in hearing her story. I was patient and did not interrupt her while she was talking. I did notice that I was having a little trouble listening to her, because I was busy wondering what to say next. But I don’t think that showed.</td>
</tr>
<tr>
<td>SW: I can hear that you are in a very challenging position. You have a lot of concerns about how to cope with it.</td>
</tr>
<tr>
<td>CL: I love working with the kids, but I am just so stressed out, I am about to lose it.</td>
</tr>
<tr>
<td>SW: What do you mean when you say you are about to lose it?</td>
</tr>
<tr>
<td>CL: I get so depressed, sometimes I just go home and cry.</td>
</tr>
<tr>
<td>SW: Have you tried just taking relaxing walks after class?</td>
</tr>
</tbody>
</table>
## Grading Rubric: Methods and Skills Videotaped Interview

<table>
<thead>
<tr>
<th>Skill</th>
<th>Score and Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishing positive rapport with client</td>
<td>Possible points – 5 Points earned -- ___________</td>
</tr>
<tr>
<td>Use of open body language, avoids distracting body movements</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Staying with what the client wants to talk about, no sudden changes in topic without using transitions appropriately</td>
<td>Possible points – 10 Points received -- ___________</td>
</tr>
<tr>
<td>Encouraging client to talk</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Remembering what client said and returning to it</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Demonstrates active listening skills</td>
<td>Possible points – 10 Points received -- ___________</td>
</tr>
<tr>
<td>Use of open-ended questions, minimal use of closed-ended questions</td>
<td>Possible points – 10 Points received -- ___________</td>
</tr>
<tr>
<td>Clarity of questions asked of client</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Appropriate use of partializing (breaking complex issues down into simpler steps)</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Seeking clarification of what client stated</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Appropriate use of “going beyond” what client stated</td>
<td>Possible points – 5 Points received -- ___________</td>
</tr>
<tr>
<td>Use of reflection of content and feelings of client’s statements</td>
<td>Possible points – 10 Points received -- ___________</td>
</tr>
<tr>
<td></td>
<td>Possible points</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Verbalizing understanding of issues client wants help with, identifies client’s issues accurately</td>
<td>5</td>
</tr>
<tr>
<td>Gives empathetic statements appropriately</td>
<td>10</td>
</tr>
<tr>
<td>Respectful toward client with regard to culture and setting</td>
<td>10</td>
</tr>
<tr>
<td>Avoids professional jargon and/or labeling; language used is appropriate and professional; avoids unnecessary fillers (“ummm,” “I mean,” “You know,” etc.)</td>
<td>5</td>
</tr>
<tr>
<td>Use of summarizing what client said</td>
<td>10</td>
</tr>
<tr>
<td>Avoids giving advice prematurely</td>
<td>10</td>
</tr>
<tr>
<td>Quality of final summary paragraph pointing out strengths and weaknesses of the overall interview</td>
<td>20</td>
</tr>
</tbody>
</table>

Total points: _____________________________/150 possible points

_________________ % 15

Grade: __________________

Final comments, if needed:
Students must demonstrate the ability to maintain scores of 3 or 4 in each of the following 15 professional behavior areas listed below to be considered for a field placement, as these are the expected professional behaviors of social work interns and professional social workers.

<table>
<thead>
<tr>
<th>Professional Behaviors</th>
<th>1 Unacceptable</th>
<th>2 Needs Improvement</th>
<th>3 Acceptable</th>
<th>4 Outstanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Attendance: Attends classes and related meetings</td>
<td>Student has missed a significant (more than 6) number of classes and/or a sufficient number of meetings to impair performance.</td>
<td>Student has missed several (4-5) classes and/or a moderate number of meetings such that it impacts performance.</td>
<td>Student attends almost all classes (missing no more than 3) and/or attends almost all meetings such that absence does not impact/impair performance.</td>
<td>Student attends all classes and/or meetings.</td>
</tr>
<tr>
<td>2. Punctuality: Is punctual and present</td>
<td>Student has been significantly late to class/meetings or left early from class/meetings 3 or more times in a semester.</td>
<td>Student has occasionally (no more than 2 times) been late to class/meetings or left early from class/meetings in a semester.</td>
<td>Student is on time to class/meetings and stays until the end except in truly rare or unusual circumstances that are considered excusable by the professor.</td>
<td>Student is always on time and stays until the end of class/meetings.</td>
</tr>
<tr>
<td>3. Initiation of Communication: Initiates communication with the professor/supervisor</td>
<td>Student rarely contacts the instructor/supervisor to inform of tardiness/absence, and/or student provides no reason for tardiness/absence.</td>
<td>Student may contact the professor/supervisor to inform of tardiness/absence, but generally does so after the occurrence.</td>
<td>Student almost always contacts the professor/supervisor prior to the occurrence of tardiness/absence. In rare instances when this is not done prior, the student contacts the professor/supervisor immediately after.</td>
<td>Student always contacts the professor/supervisor prior to the beginning of class to inform of anticipated tardiness/absence except in an emergency, and then contacts the professor immediately thereafter.</td>
</tr>
<tr>
<td>Professional Behaviors</td>
<td>1 Unacceptable</td>
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<td>4 Outstanding</td>
</tr>
<tr>
<td>------------------------</td>
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</tr>
<tr>
<td><strong>4. Respect:</strong> Demonstrates respect and support in relationships</td>
<td>Student is frequently disrespectful to and non-supportive of classmates, staff, faculty, and/or community members.</td>
<td>Student is occasionally disrespectful to and non-supportive of classmates, staff, faculty, and/or community members.</td>
<td>Student is rarely disrespectful to classmates, staff, and/or faculty. Student almost always demonstrates support in these relationships/interactions.</td>
<td>Student is never disrespectful to classmates, staff, and/or faculty. Student always demonstrates support in these relationships/interactions.</td>
</tr>
<tr>
<td><strong>5. Self-Awareness:</strong> Demonstrates self-awareness</td>
<td>Student rarely shows self-awareness about the impact of verbal and non-verbal communications.</td>
<td>Student occasionally shows self-awareness about the impact of verbal and non-verbal communications.</td>
<td>Student almost always maintains a high level of self-awareness about the impact of verbal and non-verbal communications.</td>
<td>Student always maintains a high level of self-awareness about the impact of verbal and non-verbal communications.</td>
</tr>
<tr>
<td><strong>6. Diversity Awareness:</strong> Demonstrates awareness and responsiveness to diversity</td>
<td>Student’s classroom or other student related interactions rarely reflect respect for and appreciation of diverse opinions, experiences, and/or people.</td>
<td>Student occasionally reflects respect for and appreciation of diverse opinions, experiences, and/or people in the classroom or during other student related interactions.</td>
<td>Student’s classroom or other student related interactions almost always reflect respect for and appreciation of diverse opinions, experiences, and/or people.</td>
<td>Student’s classroom or other student related interactions always reflect respect for and appreciation of diverse opinions, experiences, and/or people.</td>
</tr>
<tr>
<td><strong>7. Collegiality:</strong> Demonstrates collegiality and collaborative interactions</td>
<td>Student rarely demonstrates collaborative skills in work with others, and/or student has poor relationships with classmates or others involved in student learning.</td>
<td>Student is occasionally reluctant to collaborate with others and/or struggles with maintaining positive relationships.</td>
<td>Student almost always works collaboratively with team members, and/or student almost always engages positively with others.</td>
<td>Student always works collaboratively with all team members, and/or student always engages positively with others.</td>
</tr>
<tr>
<td>Professional Behaviors</td>
<td>1 Unacceptable</td>
<td>2 Needs Improvement</td>
<td>3 Acceptable</td>
<td>4 Outstanding</td>
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<td>------------------------</td>
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</tr>
<tr>
<td>8. Course Engagement: Demonstrates appropriate engagement in class activities/discussions</td>
<td>Student rarely engages in class activities/discussions and does not make an effort to do so following feedback. Or student frequently monopolizes the learning space, limiting others' engagement and/or inhibiting the learning environment.</td>
<td>Student occasionally engages in class activities/discussions and makes some effort to do so following feedback. Or student occasionally monopolizes the learning space, limiting others' engagement and/or inhibiting the learning environment.</td>
<td>Student almost always engages in class activities/discussions and rarely monopolizes the learning space in a way that it limits others' engagement and/or the learning environment.</td>
<td>Student always engages in class activities/discussions and never monopolizes the learning space in a way that it limits others' engagement and/or the learning environment.</td>
</tr>
<tr>
<td>9. Written Expression: Strives for a high level of written expression</td>
<td>Student's writing shows significant impairment in content, grammar, spelling, structure, and/or flow. Writing grades are/would be a D or F.</td>
<td>Student's writing shows moderate impairment in content, grammar, spelling, structure, and/or flow. Writing grades are/would be a low C.</td>
<td>Student's writing demonstrates good content, grammar, spelling, structure, and/or flow. Writing grades are/would be a high C.</td>
<td>Student's writing demonstrates very good to excellent content, grammar, spelling, structure, and/or flow. Writing grades are/would be a B or A.</td>
</tr>
<tr>
<td>10. Initiative &amp; Reliability: Demonstrates initiative, reliability and dependability</td>
<td>Student rarely takes initiative to plan work and complete it in a timely manner, and/or student rarely gets assignments done and submitted on time.</td>
<td>Student only occasionally takes initiative to plan work and complete it in a timely manner, resulting in coming to class minimally prepared and occasionally missing assignment due dates.</td>
<td>Student almost always takes initiative to plan work and complete it in a timely manner, and/or work is almost always submitted on time.</td>
<td>Student always takes initiative to plan and complete work in a timely manner, and/or work is always submitted on time.</td>
</tr>
</tbody>
</table>
### Professional Behaviors

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>1 - Unacceptable</th>
<th>2 - Needs Improvement</th>
<th>3 - Acceptable</th>
<th>4 - Outstanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td><strong>Responsiveness to Feedback:</strong> Demonstrates evidence of motivation to improve oneself.</td>
<td>Student has not demonstrated receptiveness to suggestions and feedback from others and, therefore, makes no effort to adjust performance accordingly.</td>
<td>Student is usually receptive to suggestions and feedback but does not adjust performance accordingly.</td>
<td>Student is almost always receptive to suggestions or feedback and adjusts performance accordingly.</td>
<td>Student is always receptive to suggestions or feedback from others and adjusts performance accordingly.</td>
</tr>
<tr>
<td>12</td>
<td><strong>Compliance with Professional Requirements:</strong> Demonstrates compliance with the professional conduct policy in the BSW Program, Texas A&amp;M University-Central Texas Code of Conduct, Field Education Manual, and, as applicable, Field Agency Policies</td>
<td>Student demonstrates significant problems in complying with Program requirements, University requirements, and/or the Field manual.</td>
<td>Student occasionally demonstrates non-compliance with the Program requirements, University requirements, and/or the Field manual.</td>
<td>Student almost always demonstrates compliance with the Program requirements, University requirements, and/or the Field manual.</td>
<td>Student always demonstrates compliance with the Program requirements, University requirements, and/or the Field manual.</td>
</tr>
<tr>
<td>13</td>
<td><strong>Compliance with the NASW Code of Ethics:</strong> Demonstrates compliance with the Code of Ethics in its entirety</td>
<td>Student is consistently non-compliant with one or more components of the Code of Ethics.</td>
<td>Student is only moderately compliant with components of the Code of Ethics.</td>
<td>Student is almost always compliant with the Code of Ethics.</td>
<td>Student consistently demonstrates compliance with the Code of Ethics.</td>
</tr>
<tr>
<td>14</td>
<td><strong>Quality and Quantity of Work:</strong> Strives for high quality work that meets assignment guidelines.</td>
<td>Student submits assignments that frequently lack neatness, accuracy, organization, and thoroughness, and/or the work submitted is incomplete.</td>
<td>Student submits assignments that occasionally lack neatness, accuracy, organization, and thoroughness, and/or the work submitted is somewhat incomplete.</td>
<td>Student rarely submits assignments that lack neatness, accuracy, organization, and thoroughness. The work submitted is generally complete.</td>
<td>Student always submits assignments that are neat, accurate, organized, and thorough. The work submitted is always complete.</td>
</tr>
<tr>
<td>Professional Behaviors</td>
<td>1 Unacceptable</td>
<td>2 Needs Improvement</td>
<td>3 Acceptable</td>
<td>4 Outstanding</td>
<td></td>
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<tr>
<td>-------------------------</td>
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<td></td>
</tr>
<tr>
<td>15. Professional Appearance: Displays professional appearance that does not interfere with professional relationships/responsibilities.</td>
<td>Student’s professional attire and presentation is consistently inappropriate for professional and classroom settings.</td>
<td>Student's professional attire and presentation is frequently inappropriate for professional and classroom settings.</td>
<td>Student’s appearance is routinely appropriate for classroom and professional settings.</td>
<td>Student's appearance is consistently appropriate for classroom and professional settings.</td>
<td></td>
</tr>
</tbody>
</table>

(Adapted from the University of Vermont Department of Social Work, created 6/17/10)

Comments (regarding ratings):

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Professor’s signature: _______________________________ Date: _________________
ACKNOWLEDGEMENT AND AGREEMENT FOR ACADEMIC INTEGRITY IN
Methods and Skills of Interviewing

All written assignments are expected to be the original work of the student. While paraphrasing and some direct quotations are permitted, it is expected this will be done within the context of your own analysis and synthesis of the information read. Paraphrasing is a skill of reading information and, using your own thoughts, summarizing the information in a way that supports the topic discussed. While the paraphrase involves your own thoughts, it originates from a source and that source is cited. Quoting is a matter of taking words, verbatim, from another source and restating them without, or with minimal, manipulation. Quotations are placed in quotation marks (""") or placed in a block format within the text. Quoting does not involve analysis and synthesizing and, therefore, does not require critical thinking except when used appropriately to support (not substitute) an idea. Because of this, students are discouraged from using significant quotations as this limits your learning experience. Students found to excessively quote will be penalized. Students using words as their own without appropriately citing will be penalized – including failing the assigned project and up to failing the course. Students found to have plagiarized (using words as your own without giving proper credit, whether paraphrasing or directly quoting) will also be referred to the Student Affairs. Therefore, it is VERY important that students take academic integrity in writing very seriously. If you are in doubt, it is always best to cite your source and/or speak with your professor for more guidance. The Writing Center, Library, and Owl Purdue are also resources that can help you. You are required to acknowledge receipt and understanding regarding the policy for academic integrity in this course by signing and submitting the acknowledgement statement no later than the second (2nd) week of class. Failure to do so will result in consultation with the professor, program faculty and/or Student Affairs and could limit your successful continuation in this course.

My printed name and signature below confirms that I acknowledge the above mentioned Academic Integrity guidelines for this course. I willingly agree to participate in the class and abide by ALL academic integrity parameters for this course (including ALL university and class policies). I further understand that failure to do so can result in academic penalties including and leading up to failure of the course and referral to Student Affairs.

Student Printed Name: ________________________________________________________________

Student Signature: _________________________________________________________________

Date: ____________________________  Witness: ________________________________