

|                           |                                 |                   |                   |                   |     |
|---------------------------|---------------------------------|-------------------|-------------------|-------------------|-----|
| <b>Course Name</b>        | Communication for Human Service |                   |                   |                   |     |
| <b>Course ID</b>          | 13117                           |                   |                   |                   |     |
| <b>Area &amp; Cat No.</b> | WELF 1013                       |                   |                   |                   |     |
| <b>Units</b>              | 4.5                             | <b>Career</b>     | UG                | <b>BUGE</b>       | Yes |
| <b>School</b>             | SWP                             | <b>Campus(es)</b> | Magill, Whyalla   | <b>FOE</b>        | ASU |
| <b>Components</b>         | Lecture, Tutorial               | <b>Mode</b>       | Internal/External | <b>Final Exam</b> | No  |
| <b>Syllabus Plus</b>      | Yes                             |                   |                   |                   |     |

**Prerequisite(s)** Nil

### Aim

To develop students' understanding of the communication process and their own communication skills and style as a basis for future human service work, in the areas of clear writing, seminar design and presentation, and working within the team context.

On completion of this course students should be able to:

- a sound understanding of communication theory as it applies to effective, ethical human service practice;
- appreciation of own communication skills and style as a basis for professional human service work;
- a sense of personal responsibility for own achievements in study and work;
- respect for diversity and a beginning awareness of cross-cultural communication issues
- the ability to contribute effectively in a small group setting;
- the ability to communicate effectively in writing a paper for the academic context;
- the ability to work effectively as a member of a team as a basis for future human service practice.

By undertaking this course, students will progress in the development of the following qualities:

|                           | 1                 | 2                 | 3                         | 4                       | 5              | 6                       | 7                         |
|---------------------------|-------------------|-------------------|---------------------------|-------------------------|----------------|-------------------------|---------------------------|
| Graduate quality          | Body of knowledge | Lifelong learning | Effective problem solving | Work alone and in teams | Ethical action | Communicate effectively | International perspective |
| Indicative unit weighting | 0.5               | 1.0               | 0.5                       | 0.5                     | 0.5            | 1.0                     | 0.5                       |

### Syllabus

Communication theory: basic communication skills for cross-cultural communication and ethical, effective human service practice, self-concept, attitudes, locus of control, managing feelings, self-responsibility and respecting human rights in personal and professional human service situations; effective writing skills; structuring an academic paper, referencing, presenting clear ideas; use of team work in professional human service practice: skills for working in teams; designing and presenting a seminar, assessing own teamwork skills and qualities.

### Teaching and learning arrangements

This course will be delivered using the following means:

Internal Mode (Magill, Whyalla: Weekly sessions including lectures, tutorials, videos, workshops and online activities

External Mode (Magill): Study materials and a two day workshop on campus.

### Assessment

|                                                |     |
|------------------------------------------------|-----|
| Essay Plan (300 words)                         | 10% |
| Short essay (1500 words)                       | 30% |
| Seminar presentation (1 x 40 minutes)          | 30% |
| Workbook & Journal (2000 words)      Formative | 30% |

### Textbook(s)

A book of readings will be provided.

### References

- Devito, J, 2003, *Human communication: the basic course*, Allyn & Bacon, Boston
- Eunson, B, 2005, *Communicating in the 21<sup>st</sup> century*, John Wiley and Sons, Australia
- Geldard, D & Geldard, K, 2001, *Basic personal counselling: a training manual for counsellors*, McPherson's Printing Group, Australia.
- Johnson, D, 1997, *Reaching Out: Interpersonal Effectiveness and Self Actualisation*, 6<sup>th</sup> ed, Allyn & Bacon, NY,
- Johnson, F & Johnson, D, 2005, *Joining together: group theory and group skills*, 9th ed, Allyn & Bacon, NY
- Lumsden, G & Lumsden, D, 2003, *Communicating with credibility & confidence: diverse people, diverse settings*, 2<sup>nd</sup> ed, Thomson, Australia.
- Mohan,,T, McGregor, H, Saunders, S & Archee R. 2004, *Communicating as professionals*, Nelson, Australia
- Putnis, P, & Petelin, R, 1999, *Professional communication: principles and applications*, Prentice Hall Australia, Brookvale, NSW.

### Course coordinator

Ann Killen at Magill Campus; Cate Hudson at Whyalla Campus