

<b>Course Name</b>	Human Service Interviews				
<b>Course ID</b>	013127				
<b>Area &amp; Cat No.</b>	WELF 2013				
<b>Units</b>	4.5	<b>Career</b>	UG	<b>BUGE</b>	No
<b>School</b>	SWP	<b>Campus(es)</b>	Magill, Whyalla	<b>FOE</b>	ASU
<b>Components</b>	Lecture, Tutorial	<b>Mode</b>	Internal/External/ Online	<b>Final Exam</b>	No
<b>Syllabus Plus</b>	Yes				

### Prerequisite(s)

Nil

### Aim

To enable students to consolidate communication skills and to apply them purposefully in interviewing for the human service context.

On completion of this course students should be able to:

- describe and explain the different applications of purposeful human service interviewing;
- identify the range of effective skills in interviewing in human service practice;
- describe the stages of an interview and the skills and techniques applied in each;
- demonstrate a functional level of competence in structuring, focusing and directing an interview including with clients from diverse backgrounds
- demonstrate the use of effective responses in the conduct of an interview with clients from a range of backgrounds
- demonstrate the ability to accurately critique own skills and effectiveness in the conduct of an interview.

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	1.0	-	0.5	-	1.0	1.5	0.5

### Syllabus

Models of interviewing; identifying skills and processes in human service interviews; demonstrating empathy; respect and caring for clients; ethical and accountable practice; focusing an interview; achieving the interview purpose and outcomes; exploring issues; identifying coping goals; managing action strategies; interviewing skills in diverse contexts and with a range of clients.

### Teaching and learning arrangements

This course will be delivered using the following means:

Internal Mode (Magill): Tutorial based activities for skills practice and discussion; Quizzes in class for review of understanding; Practice groups for independent practice and critique.

Internal Mode (Whyalla): Workshops (13 x 3) incorporating formal input and interactive teaching strategies.

### Assessment

Written tests in class	15%
Reflective workbook/journal	20%
Video and Analysis of video performance	50%
Group presentation and critique in class - formative	15%

### Textbook(s)

A book of readings will be available.

### References

- De Jong, P, and Berg, I, K, (2002) *Interviewing for Solutions*, Brooks/Cole, Pacific Grove, CA.  
Egan, G, (2002) *The Skilled Helper: A Problem-managed Approach to Helping*, Brooks/Cole, CA.  
Ivey, A (2003) *Intentional Interviewing and Counselling*, Brooks/Cole, CA.  
Kadushin, A, and Kadushin, G, (1997) *The Social Work Interview: A Guide to Human Service Professionals*, Columbia Uni Press NY.  
Miller, W and Rollnick, (2002) *Motivational Interviewing: Preparing People for Change*, Guilford.  
Wilson, C and Powell, M, (2001) *A Guide to Interviewing Children: Essential Skills fro Counsellors, Police, Lawyers and Social Workers*, Allen & Unwin.

### Course coordinators

Helen Cameron at Magill Campus  
Nancy Cooper at Whyalla Campus