



**CAMOSUN COLLEGE**  
**School of Arts & Science**  
**Department of Criminal Justice**

**CRIM-204-001**  
**CJ Interpersonal Skills**  
**Fall 2018**

**COURSE OUTLINE**

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The course description is online @ <http://camosun.ca/learn/calendar/current/web/crim.html>

Ω Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

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**1. Instructor Information**

(a) Instructor	Kelli Moorhouse	
(b) Office hours	M, W, Th, F 1:30 to 2:15 pm; also by appointment	
(c) Location	Young 210A	
(d) Phone	250-370-3370	Alternative: _____
(e) E-mail	moorhouse@camosun.bc.ca	
(f) Website	_____	

**2. Intended Learning Outcomes**

Upon completion of this course the student will be able to:

1. Demonstrate effective interpersonal skills (attending, encouragers, paraphrase, reflection of feeling, empathy, summarizing, questioning, concreteness).
2. Develop and maintain effective process recordings based on information collected from role plays.
3. Demonstrate effective interpersonal skills with an emphasis on the need for and use of approaches for diffusing anger, hostility or resistant behaviour, and with an accurate awareness of personal strengths and challenges.
4. Explain the use of different interpersonal skills in a variety of situations and contexts.

**3. Required Materials**

- (a) Texts
- (b) Other

Moorhouse, K. (2017) Course Reader: CRIM 204 CJ Interpersonal Skills  
USB (that you can submit for grading purposes)  
Access to a camcorder or similar audio/video recording device

**4. Course Content and Schedule**

- ✓ Creating a Climate for Learning Skills and the Importance of Confidentiality
  - Role Playing – Client and Observer

- Constructive Feedback – Giving and Taking
    - Inadequate listening pp. 101-2
    - Empathic Listening pp. 103-12
- ✓ Active Listening
  - Inadequate
  - Ineffective
  - ✓ The Toolkit Skills of Attending
  - ✓ Visibly Tuning In (SOLER)
  - ✓ Silence
- ✓ Introduce a basic Interview Model
  - Door Openers
- ✓ Encouragers (verbal and nonverbal)
- ✓ Practice Attending Skills
- ✓ Paraphrasing
- ✓ Practice Paraphrasing
- ✓ Paraphrase and Reflection of Feeling
- ✓ Example Interview
- ✓ Observing Verbal and nonverbal feelings
- ✓ Feelings
- ✓ Reflection of Feelings
- ✓ Practice Reflection of Feeling
- ✓ Empathy
- ✓ Summarizing
- ✓ Practice Using Empathy and Summarizing
- ✓ Practice Stages 1 and 2 and the basic listening sequence
- ✓ Interview your client (No face to face class)
- ✓ The Art of Asking Questions
- ✓ Essential Questions: Some Options
- ✓ Useful questions for motivational interviews
- ✓ Forward focused questions
- ✓ Questioning Pitfalls
- ✓ Practice using questions
- ✓ Concreteness
- ✓ Stage 3
- ✓ Practice asking questions
- ✓ Why Learn about Nonverbal Communication?
- ✓ The Challenge of Interpreting Nonverbal Messages
- ✓ Understanding nonverbal communication codes
- ✓ Interpreting nonverbal communication
- ✓ Improving your Skill in Interpreting nonverbal messages
- ✓ Practice
- ✓ What is communication climate
- ✓ How Communication Climates Develop
- ✓ Interview your client (no face to face class)
- ✓ Creating Positive Climates
- ✓ Transforming Negative Climates
- ✓ Assertiveness and I statements
- ✓ Practice (responding non-defensively to criticism) – focus on the attacks you will get on the job
- ✓ Motivational Interviewing
- ✓ Working with resistance
- ✓ Why we communicate
- ✓ The Process of Communication
- ✓ What makes an effective communicator

## 5. Basis of Student Assessment (Weighting)

- (a) Assignments  
30% - Baseline assessment of skills, preparation for class assignments
- (b) Quizzes
- (c) Exams  
60% - 2 skills demonstration tests
- (d) Other (e.g. Project, Attendance, Group Work)  
10% - attendance and participation

## 6. Grading System

- Standard Grading System (GPA)
- Competency Based Grading System

## 7. Recommended Materials to Assist Students to Succeed Throughout the Course

# Instructional Policies

### ASSIGNMENTS AND DEADLINES

Students having a legitimate concern about meeting the due dates for two competency tests (Skills Tests #1 or #2) should consult with the instructor well in advance (a minimum of 72 hours before deadline).

### WRITTEN ASSIGNMENT REQUIREMENTS

All critiques must be typed and formatted with APA style (font, size, margins, line spacing). See the guideline for academic papers outlined in the CJ Writing Reference Manual.

### COURSE COMPLETION REQUIREMENTS

The Baseline Skills Interview and the two Skills Tests must be completed to earn a passing grade in this course.

## 8. College Supports, Services and Policies



### Immediate, Urgent, or Emergency Support

If you or someone you know requires immediate, urgent, or emergency support (e.g. illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts @ <http://camosun.ca/about/mental-health/emergency.html> or <http://camosun.ca/services/sexual-violence/get-support.html#urgent>

### College Services

Camosun offers a variety of health and academic support services, including counselling, dental, disability resource centre, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit the **STUDENT SERVICES** link on the College website at <http://camosun.ca/>

### College Policies

Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with the content of College policies. Policies are available on the College website at <http://camosun.ca/about/policies/>. Education and academic policies include, but are not limited to, Academic Progress, Admission, Course Withdrawals, Standards for Awarding Credentials, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawal, Sexual Violence and Misconduct, Student Ancillary Fees, Student Appeals, Student Conduct, and Student Penalties and Fines.

#### A. GRADING SYSTEMS <http://camosun.ca/about/policies/index.html>

The following two grading systems are used at Camosun College:

##### 1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

##### 2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course, practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

#### B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://camosun.ca/about/policies/index.html> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.