



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

**CRIM-204-D01A/B**  
**CJ Interpersonal Skills**  
**Fall 2020**

**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** T and Th 12 to 1 pm (flexible meeting times set up as needed with students)
- (c) **Location** Collaborate
- (d) **Phone** None -working from home **Alternative:** \_\_\_\_\_
- (e) **E-mail** moorhouse@camosun.bc.ca
- (f) **Website** \_\_\_\_\_

**2. Intended Learning Outcomes**

(If any changes are made to this part, then the Approved Course Description must also be changed and sent through the approval process.)

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  
Moorhouse, K. (2020). *CRIM 204 CJ Interpersonal Skills – Course Reader*.
- (b) Other  
Online course readings

#### 4. Course Content and Schedule

(Can include: Class hours, Lab hours, Out of Class Requirements and/or Dates for quizzes, exams, lecture, labs, seminars, practicums, etc.)

- Learning Skills – Conscious Competence
- Creating a Climate for Learning Skills
- Technology
  - Collaborate
  - D2L (My Media, Discussion Board, Assignments)
  - Tutorials
- Active Listening
- Inadequate and Ineffective Listening
- The Toolkit Skills of Attending
- The 5 Stages of the Well-Formed Interview
- Stage 1
- Visibly Tuning In (SOLER)
- Silence
- Instructions: Baseline Skills Interview
- Review the Reflection on Labs Assignment criteria
- Introduce Door Openers
- Review- SOLER and what to cover in Stage 1
- **Practice Attending Skills (SOLER, silence), Stage 1 and Door Openers**
- **Vocal Qualities and Verbal Tracking**
- **Paraphrasing**
- Stage 2 of the Well-formed Interview
- **Practice Paraphrasing (and SOLER and Stages 1 & 2)**
- Debrief on the Baseline Session
- Paraphrase and Reflection of Feeling
- Example Interview
- Observing verbal and nonverbal feelings
- Reflection of Feelings
- Faux Feelings
- **Practice Reflection of Feeling (and SOLER, Paraphrasing, Stages 1 & 2)**
- Encouragers (verbal, nonverbal, short directives)
- Summarizing
- Empathy and Empathic Responses
- Interview your client
- **Stage 3**
- **Basic Listening Sequence**
- Client Strengths and the Positive Asset Search
- **Circle: Debrief on Skills Test #1 and/or practice session with Skills Test #1 as topic**
- **The Art of Asking Questions**
- **Essential Questions: Some Options**
- A closer look at closed questions (and the BLS)
- **Questioning Pitfalls**
- Practice using questions with various stems for various purposes
- Practice the indirect question
- Practice using questions (open followed by closed) tied to the BLS
- **Concreteness**
- Powerful Questions
- Practice concreteness
- Practice Stage 3 questions
- Practice the BLS
- Practice Stage 1

- Instructions for Skills Session #2
- Nonverbal Communication
- Inconsistencies....
- How to check your skill in interpreting nonverbal messages
- Practice perception checking
- Practice Stages 1, 2 and 3
- Practice BLS
- Reading Body Language
- The Importance of Being Inauthentic
- Interview your client
- Communication climates
- **Circle: Debrief on Skills Test #2 and/or practice session with Skills Test #2 as topic**
- Motivational Interviewing
- Working with Resistance
- Anger

## 5. Basis of Student Assessment (Weighting)

*(Should be directly linked to learning outcomes.)*

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|---|-----|
| (a) Baseline Interview and Process Recording Assignment       | 9%  |
| (b) Class Preparation Materials and Skills Assignments        | 25% |
| (c) Participation in 2 Skill Session debriefs (Attendance)    | 2%  |
| (d) Attendance and Reflections on Lab Practice of Skills      | 14% |
| (e) Skill Demonstrations /videotaped interviews and Critiques | 50% |

## 6. Grading System

*(If any changes are made to this part, then the Approved Course description must also be changed and sent through the approval process.)*

*(Mark with "X" in box below to show appropriate approved grading system – see last page of this template.)*

Standard Grading System (GPA)

Competency Based Grading System

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