

# **COS109 Micro-skills for Interviews and Home-visits**

**Level:** 1

**Credit Units:** 5 Credit Units

**Language:** ENGLISH

**Presentation Pattern:** EVERY JAN

## **Synopsis:**

This course aims to provide students with a foundation in “microskills”. The term “microskills” refers to specific competencies for communicating effectively with individuals, families, groups, organizations, or communities. Some of these skills include active listening, responding, showing empathy, summarizing, understanding facial expressions etc. The course also examines the importance of cultural competency. The integration of theories and skills in this course seek to support students with the practical knowhow of engaging with people. The learning process encourages self-awareness of the influence of oneself in the context of conducting interviews and home-visits.

## **Topics:**

- The Helping Process
- Cultural Competency and Ethics
- Understanding of Self
- Connecting through Attending Behaviour
- Observation Skills and Reflecting Feelings
- Facilitating Communication through Questioning Skills
- Active Listening Skills: Encouraging, Paraphrasing And Summarising
- Confrontation And Focusing Skills
- Influencing Skills And Strategies
- Skills Integration- Conducting the Interview
- Working with Different Clientele Groups
- Planning and Documenting Home-visits
- Conducting Home Visits

## **Textbooks:**

Intentional Interviewing and Counseling: Facilitating Client Development in a Multicultural Society  
10th Ivey, A.E., Ivey, M.B. & Zalaquett, C.P. Cengage  
ISBN-13: 9780357622889

COS109 Study Guide (UDC - SUSS)  
ISBN-13: SG-2117

**Learning Outcome:**

- State the factors that contribute to a therapeutic relationship in the helping process.
- Describe the processes for the application of micro-skills.
- Explain the rationale and choice of micro-skills in relation to the situation's requirement.
- Discuss the influence of the self on the interview process.
- Identify one's effectiveness and areas of growth in the use of micro-skills.
- Demonstrate effective use of micro-skills in an interview setting.
- Apply strategies in addressing challenging situations in the interview.
- Use assessment strategies in relation to the home visit context.

**Assessment Strategies - Regular Semester (Evening Class):**

<b>Components</b>	<b>Description</b>	<b>Weightage Allocation (%)</b>
Overall Continuous Assessment	PRE-CLASS QUIZ 1	5
	DISCUSSION BOARD 1	10
	TUTOR-MARKED ASSIGNMENT 1	35
Overall Examinable Components	Written Exam	50
<b>Total</b>		<b>100</b>

\*The information listed is subject to review and change.