



## **EFFECTIVE: SEPTEMBER 2004**

### **CURRICULUM GUIDELINES**

<b>A.</b>	Division:	<b>Instruction</b>	Effective Date:	<b>September 2004</b>
<b>B.</b>	Department / Program Area:	<b>Faculty of Child, Family and Community Studies Community Social Service Worker</b>	Revision	New Course <b>X</b>
			If Revision, Section(s) Revised:	on:
			Date of Previous Revision:	s
			Date of Current Revision:	

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**F:** Calendar Description: **This methods course offers students an opportunity to further develop their practice skills. Students will examine the role of the CSSW in a variety of practice situations. Students will have an opportunity to develop versatility and assertiveness in crisis situations and when working as a mediato**

**M:** Course Objectives / Learning Outcomes

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

1. **Assertiveness**
  - identify assertive rights and responsibilities
  - define assertive behaviour
  - distinguish between assertive, aggressive, passive, manipulative behaviours
  - identify strategies for responding assertively
  - demonstrate a variety of assertive responses according to context (e.g., culture, workplace, gender)
2. **Crisis Intervention**
  - identify situations that precipitate crisis
  - demonstrate knowledge of theories of crisis intervention
  - identify crisis phases
  - identify strategies for resolving crisis
  - demonstrate crisis intervention skills
3. **Mediation Skills**
  - describe the role of the social service worker in the mediation process
  - describe the nature of conflict
  - describe the role of the mediator
  - identify when problems can best be handled through mediation
  - define the skills necessary for effective mediation
  - identify model approaches to mediation
  - demonstrate mediation skills
4. **Advocacy**
  - identify and describe the role and responsibility of social service workers to advocate for social justice and client needs
  - describe the importance of client self-determination and empowerment
  - describe skills for empowering clients including helping them learn how to represent themselves without an advocate
  - describe techniques for teaching clients skills to represent themselves without an advocate
5. **Supervision and Professional Development**
  - describe the importance of supervision and professional development
  - identify the essential elements of effective supervision
  - describe strategies for increasing self-awareness including establishing conditions for giving and receiving constructive feedback

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**N:** Course Content: The following global ideas guide the design and delivery of this course:

- 1. Exploration and reflection on one's competence and the limits of one's role and expertise are fundamental to professional practice.**
- 2. Assertiveness is behaviour that enables an individual to realize his or her rights by expressing feelings, ideas, or thoughts without denying the rights of others and without guilt or undue anxiety.**
- 3. Self-awareness regarding one's personal style, values, effect on others, skills and the influence of past experiences, are essential prerequisites for practice.**
- 4. Skill is necessary but insufficient for competent practice. Technical proficiency must be balanced with a caring attitude, acceptance of a wide range of behaviour and cultures, and respect for the rights of others including their right to self-determination.**
- 5.**