PSYCHOLOGY 39  
FALL 2004

Instructor: Elizabeth Maloney, Ed.D  
Office: Holt 417
Title of Course: Client Interview, Evaluation, and Referral  
Office Phone: 954-5765
Class Hours: M/W 12:00p.m.-1:00p.m.  
Holt 245

Catalog Statement: This course is a review of basic client interview skills for the counselor. The course explores establishing rapport with clients, enlisting the client in the development of treatment plans, and making appropriate client referrals. Students will practice active listening and other communication skills in simulated client interview settings. (CSU)


Course Goals:
1. To increase the students understanding of international interviewing.
2. To increase the student’s knowledge of the skills involved in interviewing clients.
3. To expand the student’s familiarity of treatment planning, discharge planning and referral process.
4. Students will engage in practiced interview skills, and procedures through classroom role playing exercises.

Specific Objectives:
1. Demonstrate the ability to conduct a full interview, using listening skills.
2. Evaluate the efficiency and effectiveness of interviewing skills.
3. Demonstrate the ability to conduct a mini mental status exam.
4. Develop client treatment plans, contracts and solve any related problems in the treatment plan.
5. Develop a client discharge and referral plan.

Obligations of the Student:
1. Read scheduled chapters ahead of class and be knowledgeable and prepared to discuss and take quizzes on the material.
2. Participate in class discussions, exercises and group activities.
3. Complete required tests, quizzes, group projects and assignments on time. No make-up or late work will be accepted.
4. Please make sure you put your name and the class time on your papers.
5. Give your full attention to the instructor or student who is speaking: DO NOT talk or have side-conversations during lecture.
6. Be on time for class and do not leave early. The class is over when you are excused by the instructor. Please do not slam notebooks shut and look ready to leave, as this is most distracting.
7. You are responsible for all materials presented and assignments made during an absence. Please do not call or e-mail the instructor to ask for complete content that you have missed. Find a Study Buddy or two in class that you can call and get the notes from.
8. Come to class with an open frame of mind and be willing to take some risks. This course is designed as a beginning survey of counseling theory and practice. Thus, as an introductory course, you are not expected to have counseling experience. Don’t allow your self to be intimidated. Hopefully, you will challenge your fears and push yourself to become an active and involved participant.

9. **Respect confidentiality!** Being actively involved in the class sessions and the small groups entails some level of personal self-disclosure. Because of the nature of the vulnerability, trust, and openness needed to learn about counseling, it is extremely important that confidentiality be maintained. Revealing personal information about others outside of the classroom is a breach of confidentiality. It is expected that anyone who participates in a demonstration of either and individual session or a group session in this course will have his or her confidentiality respected. Please do not tape record any lectures, discussions, or demonstrations. Tape recording parts of class sessions could well pose problems with respect to confidentiality and privacy.

10. Engaged and appropriate participation. Unlike many of the other courses you may take, this course requires active participation. Becoming a counselor involves taking appropriate risks. You will be expected to reflect on your own work and that of your peers, as well as to participate in role plays and other professional development activities. Please do not sell yourself short by remaining passive.

**Ethics:**
It is expected that you will act in a professionally responsible manner at all times. This includes attending class, being punctual, participating actively, strictly maintaining the confidentiality of your clients, and being supportive of your peers. Given the nature of this class and the intimacy that emerges in the counseling relationships, all exchanges of personal information will be handled with absolute professional confidences in accordance with the Ethical Standards of ACA and APA.

**Required Assignments:**

**Papers:** All papers must be typewritten, proofread, double-spaced, and are expected to show evidence of clear thought. Papers must be in APA style. No late papers will be accepted.

   **Reflection Paper (50 points)**
   Reflection paper on your perceived professional strengths and areas for growth. Include a statement about your developing theoretical orientation. This paper should be 2-3 pages in length.

   **Case Presentation (50 points each)**
   Completion of two (2) Formal Case Presentations. Instructions will be given in class. Presentations will include a written case summary.

   **Project (100 points)**
   Identify and compile a handbook/flyer listing services available through your school, community agencies, county office of education, housing department, emotional counseling/support, etc. for families contending with divorce, homelessness, domestic violence, substance abuse, etc. Must have addresses, phone numbers, and a contact name. Needs to include a brief description of services/organization. You must have at least 25 organizations/services.
Journals (100 points)
Maintain a weekly self-reflection journal that addresses your experiences, both positive and challenging, and your thoughts and feelings as you begin this important component of your training. Self-reflection is an important skill and imperative for professional development. Journals will be collected periodically.

Exams:
- Type: Exams will have questions in three forms; factual, applied and conceptual. There will also be short answer or essay questions.
- Coverage: Exams will cover anywhere from two to four chapters from the text, lectures, and films. There is not enough lecture time to cover the chapters completely. You will, unless instructed otherwise, be responsible for the entire content of assigned chapters.
- Dates: Exams must be taken on designated dates and times. They may not be taken late. No make-up are available.
- Final Exam: There will be a comprehensive final. Please see your Delta Schedule of Classes. We will follow the finals schedule listed therein.
# Psychology 39
## Class Schedule – Fall 2004

<table>
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<tr>
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| 8/16 – 8/20 | Introductions  
Review Syllabus  
Overview of Counseling Process  
Reading: Evans, Chapter 1; Poindexter, Chapter 1 |
| 8/23 – 8/27 | Attending Behavior  
Questions, Observation  
Reading: Evans, Ch. 2; Poindexter, Ch. 5 |
| 8/30 – 9/3  | Ethics/Culture  
Values, Attitudes  
Reading: Evans, Ch. 2; Poindexter, Ch. 3 |
| 9/6        | HOLIDAY                                                             |
| 9/6 – 9/10 | Effective Questioning  
Reading: Evans, Ch. 3; Poindexter, Ch. 4,5 |
| 9/10       | **EXAM #1 – Journal Due**                                         |
| 9/13 – 9/17 | Intake  
Reflecting content  
Reflecting feeling  
Reading: Evans, Ch. 4,5 |
| 9/20 – 9/24 | Individual Style  
Reading: Evans, Ch. 6; Poindexter, Ch. 6 |
| 9/24       | **Reflection Paper Due**                                          |
| 9/27 – 10/1 | Communication Feeling  
Reading: Evans, Ch. 7; Poindexter, Ch.8 |
| 10/4 – 10/8 | Mental Health Exams  
Intake forms and consent forms  
Reading: Poindexter, Ch. 8 |
| 10/11 – 10/15 | Confrontation, Focusing  
Crisis Intervention  
Reading: Evans, Ch. 8; Poindexter, Ch. 7 |
10/18 – 10/22  Self Disclosing  
Reading: Evans, Ch. 9

10/22  **EXAM #2 – Journal Due**

10/25 – 10/29  Case Management  
Quiz Info  
Reading: Evans, Ch. 10; Poindexter, Ch. 9

10/29  **Case Presentation #1**

11/1 – 11/5  Interpreting – Evaluation  
Reading: Evans, Ch. 11,12

11/8 – 11/12  Advocacy and referral  
Reading: Evans, Ch. 13; Poindexter, Ch. 10

11/12  **Project Due**

11/15 – 11/19  Putting it all together  
Skill Integration  
Reading: Evans, Ch. 14; Poindexter, Ch. 18

11/19  **EXAM #3 – Journal Due**

11/22 – 11/24  Special Populations  
Reading: Poindexter, Ch. 11,12

11/26  HOLIDAY

11/29 – 12/3  Special Populations  
Reading: Poindexter, Ch. 13, 14, 16

12/3  **Case Presentation #2**

12/6 – 12/10  Self-Care/Burnout  
Reading: Poindexter 17

12/13  **FINAL**