

**WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL AND BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION**

COURSE TITLE: Human Services Helping Skills

COURSE NUMBER: SOC 6610

I. COURSE DESCRIPTION:

Those who choose to go into the helping professions know that they want to work and interact with others on a regular basis. Whether you plan on working with individuals, families, organizations, or groups, a universal set of skills are needed to be successful in your practice. This course will build up from understanding the foundation of understanding your own sense of self to the action steps of client interaction. Key concepts and principles of helping professions are covered as you build up to specific skills to use with clients.

II. COURSE OBJECTIVES:

GOAL A: Understanding the foundation of helping skills.

Learning Outcomes: the student will:

- A-1 Identify influences of culture, race, ethnicity, gender, sexual orientation, age, religion, etc., on the sense of self.
- A-2 Define and apply the seven different major perspectives of helping professionals.
- A-3 Explain ethical and legal obligations of helping professions.

GOAL B: Building professional relationships and interpersonal skills with client (individual, families, and groups)

Learning Outcomes: the student will:

- B-1 Illustrate Interpersonal Qualities
- B-2 Apply and demonstrate active listening skills.
- B-3 Describe the process of beginning a first encounter with a client, family, or group.
- B-4 Define confidentiality for both individual services and groups.

