Southeast Missouri State University

Department of Social Work                          Course No. SW221

Title of Course:  Interviewing Skills for Generalist Practice

I. Catalog Description and Credit Hours of Course
   This course provides an introduction to basic interviewing skills for generalist social work practice. Three credit hours.

II. Prerequisite(s):
    SW110; for majors only.

III. Course Purpose and Objectives:
    Purpose:
    This course introduces interviewing skills for generalist practice and fosters, through practice and feedback, a basic level of interviewing competence with individuals. Social work values are emphasized throughout the course.

    Objectives: by the end of the semester the student will:
    A. Understand the value base of social work, particularly in application to individual systems.
    B. Learn to apply social work knowledge and interviewing skills with individuals.
    C. Demonstrate social work practice skills with individuals, such as attending behaviors, rapport building, active listening, empathy, use of questions, eliciting responses, probing, and focusing on strengths.
    D. Learn to appropriately critique their own interviewing skills.
    E. Increase self-awareness in the interview setting.
    F. Recognize and demonstrate culturally sensitive interviewing skills

IV. Expectations of Students
    A. Demonstrate social work values in classroom activities and interaction.
    B. Develop competencies consistent with the objectives of this beginning professional practice course.
    C. Attend all classes and participate in all class activities in order to understand, practice, and demonstrate the skills presented.
    D. Complete all assignments and all examinations.
    E. Cooperate with classmates in completing interviews and other shared assignments.
    F. Demonstrate good writing skills in all written assignments.

V. Course Content or Outline:
A. **Topics:** Introduction to Course; Self-awareness in the Helping Process  
   **Preparation:** Ragg, Chapter 1  
   **Class Hours:** 3

B. **Topics:** Social Work Knowledge Base - Values; Ethics; Legal Mandates; Code of Ethics  
   **Preparation:** Ragg, Chapter 2 and 3; Code of Ethics (Appendix, p. 292); Video examples in class  
   **Class Hours:** 4

C. **Topics:** Role of Race, Culture, and Sexual Orientation in Relating to Clients  
   **Preparation:** Supplementary handout(s); Reserve readings  
   **Class Hours:** 3

D. **Topics:** Preliminary Planning; Writing Case Notes  
   **Preparation:** Ragg, Chapter 4; Supplementary handout on Case Notes; Video examples for practice  
   **Class Hours:** 3

E. **Topics:** Empathy; Writing a Social Assessment  
   **Preparation:** Ragg, Chapter 5; Supplementary hand-out on Social Assessment; Interview practice groups; Video examples in class  
   **Class Hours:** 5

F. **Topics:** Preliminary Relationship Building  
   **Preparation:** Ragg, Chapter 6; Interview practice groups; Video examples  
   **Class Hours:** 3

G. **Topics:** Listening and Observing  
   **Preparation:** Ragg, Chapter 7; Video examples in class; Interview practice groups  
   **Class Hours:** 3

H. **Topics:** Questioning Skills  
   **Preparation:** Ragg, Chapter 9; Questioning exercises; Interview practice groups  
   **Class Hours:** 3

I. **Topics:** Reflection Skills  
   **Preparation:** Ragg, Chapter 10; Reflection exercises; Interview practice groups; Video examples in class  
   **Class Hours:** 3

J. **Topics:** Exploration Skills  
   **Preparation:** Ragg, Chapter 11; Exploration exercises; Interview
practice groups; Video examples in class

**Class Hours:** 3

**K. Topics:** Motivating Change

**Preparation:** Ragg, Chapter 12; Reserve reading; Video examples in class; Interview practice groups

**Class Hours:** 4

**L. Topics:** Toward a Working Alliance

**Preparation:** Ragg, Chapters 13 & 14; Interview practice groups; Video examples in class

**Class Hours:** 5

**M. Topics:** Terminating the Relationship and Review

**Preparation:** Ragg, Chapter 15; Interview practice groups; Review materials

**Class Hours:** 3

**VI. Textbook(s) and/or Other Required Materials or Equipment**


B. Class handouts; several reserved readings

**VII. Basis for Student Evaluation:**

A. Evaluation of **participation** is grounded in class activities. There will be a number of in-class exercises related to practice skills as well as small group and dyad activities. We will also be doing in-class writing. Students will participate regularly in in-class interviewing sessions; asking and answering relevant, content-related questions and responding to questions of other students or the instructor are also important in participation. Rudeness or disrespect for others in the class are not indicative of effective communication or participation.

B. Students will be given ten **quizzes** on current material. Missed quizzes may not be made up except for absences due to university-sponsored activities.

C. Students will write five **case notes** on video interviews shown in class.

E. Students will write five **interview critiques** on additional video interviews shown in class.

E. Students will write **two analyses of ethical situations** demonstrated in
videotaped interviews, making clear what the ethical conflict is and what they consider an appropriate solution.

F. Students will complete **four in-class interviews** for which they will complete a **case note and an analysis of their own interview technique.**

G. Students will write a **social assessment** of an individual who is not a class member; this should be an individual who has either 1) a different lifestyle from the student; 2) a different value orientation from the student; or 3) is from a different cultural, ethnic, and/or racial background than the student.

G. **Three exams, including a comprehensive final**, will be given during the semester. Exams will cover lecture, assigned readings, and other class activities.

I. **Grading Scale:**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Participation</td>
<td>50</td>
</tr>
<tr>
<td>Quizzes</td>
<td>100</td>
</tr>
<tr>
<td>Case Notes 5 @ 15 points</td>
<td>75</td>
</tr>
<tr>
<td>Interview Critiques 5 @ 15 points</td>
<td>75</td>
</tr>
<tr>
<td>Ethics Analyses 2 @ 40 points</td>
<td>80</td>
</tr>
<tr>
<td>In-class Interviews 4 @ 50 points</td>
<td>200</td>
</tr>
<tr>
<td>Social Assessment</td>
<td>100</td>
</tr>
<tr>
<td>Two exams during semester @ 100</td>
<td>200</td>
</tr>
<tr>
<td>One semester exam</td>
<td>120</td>
</tr>
</tbody>
</table>

**1000 total points**

A = 1000-900; B = 899-800; C = 799 – 700; D = 699 – 600; F = 599 and below

**Majors must pass the course with a “C” or better.**

XII. **Bibliography**


