Course Description: Study of social work functions, knowledge, values, roles and skills; the use of a generalist model of practice.

Course Learning Objectives: By the end of the term, students should be able to:
1. Apply a generalist model of social work practice using competing theoretical perspectives, to given case materials.
2. Utilize a systems framework within given course assignments.
3. Apply a problem solving approach that emphasizes critical thinking skills, within given course assignments.
4. Use interpersonal skills in a manner that demonstrates professional attitudes and behaviors of practice, such as self-awareness, assertiveness, and self-discipline, in given course assignments.
5. Demonstrate professional attributes of altruism, accountability, self-awareness, and self-discipline, within given course assignments.
6. Show competence in using selected communication skills and tools necessary for social work practice with human systems, including case and class advocacy, interviewing individuals, families, and groups.
7. Plan interventions to combat social and economic injustice and to minimize their negative effects on clients, in given case situations.
8. Show sensitivity to cultural and/or social diversity in given case situations.
9. Focus concurrently on personal and social problems as well as on micro and macro interventions in course assignments.
10. Utilize a strengths perspective when working with clients.

Evaluation of Learning Process: Achievement of learning objectives will be measured as follows:
1. Client interview assignment: In pairs outside of class, students will conduct, videotape, and assess in writing a 10-15 minute therapeutic interview with a client in a preventative, developmental, supportive, or remedial context. The instructor will provide blank tapes, access to video equipment in the Social Work Skills Lab, and additional guidelines for this assignment. (30 points)
2. Case Assessments: Two (2) will be required over the semester. Guidelines will be provided by instructor. (70 points)

A final course grade will be based upon the total number of points accumulated by a student on the above evaluations.

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<td>80-83</td>
<td>D+</td>
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<td>D</td>
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<td>C-</td>
<td>70-73</td>
<td>F</td>
<td>59 or less</td>
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Texts: Required

Course Learning Methods: The instructor will use a variety of teaching strategies including: Lecture/discussion; case analysis; and small group activity. Video and audio illustrations will also be provided to spark student discussion.


Course Outline and Schedule

Unit 1 - Values and Ethics (May 12)
Content:
1. Values
2. Personal value inventory
3. Worker preferences and style
4. Professional values
5. Professional Codes of Ethics
6. Cultural and human diversity
7. Shared responsibility in generalist practice
8. Value dilemmas and problems in professional ethics
9. Client strengths
Readings: Kadushin. Ch. 12, Cross Cultural Interviewing"

Unit 2 - The Nature of Social Work Practice (May 19)
Content:
1. The focus and purpose of social work and this course
2. The functions of the social work practitioner
3. Levels of social work practice: technicians, generalists, and specialists
4. Interventive stages and activities of social work
5. The generalist method: micro, mezzo, and macro interventions
6. The strengths perspective

Unit 3 - Intervention Systems and Relationships (May 26)
Content:
1. Intervention systems in social work
2. Social work relationships: micro, mezzo, macro
3. The interview and interpersonal relationships components
   a. Individualization (individualized respect)
   b. Purposeful expression of feelings
   c. Controlled emotional involvement (empathy, interest, warmth, trust, genuineness, authenticity)
   d. Acceptance
   e. Non-judgmental attitude
   f. Self-determination
g. Confidentiality

4. Impact of oppression on interventive systems and relationships

Readings:
1. Kadushin. Ch. 5, "Establishing a Relationship"
2. Kirst-Ashman and Hull. Ch. 12, "Ethnically and Racially Sensitive Social Work Practice"
3. Kirst-Ashman and Hull. Ch. 13, "Gender Sensitive Social Work Practice"

Unit 4 -5 Initiating Contact and Engaging Clients (June 2 and June 9)
Content:
1. Engaging clients as the first step in the problem solving process
2. Reasons for initiating contact
3. Types of initial contact; client initiated, agency initiated, other initiated
4. Practice principles for contact and engagement
5. Interview conditions, setting, problems, and obstacles
   a. Purpose of interview: actual and perceived
   b. Contract as a goal of initial and subsequent interviews
   c. Location, in-person or electronic, persons and things present
   d. Background, attitudes, strengths and behavior of client and/or worker
   e. Power struggles; empowerment
   f. Preferences and styles
   g. Agency limitations and requirements
   h. Dress
   i. Note taking
   j. Forms
   k. Use of first name, last name, title
6. Guiding and structuring interviews
   a. Scheduling the interview
   b. Setting the stage and preparing for the interview
   c. Pre-interview observing and conversing
   d. Inducting the interviews
   e. Clarifying the purpose of the interview
7. Critical assessment of client strengths and needs
8. Contact and engagement with resistant and/or non-verbal clients
9. Effectively addressing diversity issues

Readings:
1. Kadushin. Ch. 5, "Introductory Phase," pp. 89 - 122
2. Kirst-Ashman, Ch 2 "Micro Practice - Working with Individuals,"

Unit 6-7 - Problem Identification(June 16 & June 23)
Content:
1. Types of problems
   a. Presenting
   b. Precipitating
   c. Avowed and unavowed
   d. Underlying
   e. Pressing
   f. Problem to be worked
   g. Resources, including client strengths
2. Institutional discrimination in the macro system: racism, sexism, heterosexism
3. Practice principles for problem identification
4. Steps in problem identification
5. Focusing the interview (micro and mezzo)
   a. Keeping it going
b. Generating and processing information
c. Managing interaction
d. Use of interviewing techniques
e. Demonstrating understanding of client and situation
f. Joint summarizing
g. Contracting for future work
h. Terminating
i. Post interview conversing
j. Evaluating

5. Recording
6. Recording in problem identification
7. Documentation as a strategy for macro-level change

Reading:
2. Kirst-Ashman and Hull. Ch. 5, "Assessment in Generalist Practice."

Case assessment #1.

Unit 8 - Data Collection (June 30)

Content:
1. Considerations in data collection
2. Types of data (e.g., longitudinal, cross-sectional)
3. Methods of data collection
   a. Questioning
   b. Observational techniques
   d. Using existing records or documents
4. Interview techniques of Kadushin
   a. Attending
   b. Minimal encouraging
   c. Paraphrasing
   d. Summarizing and recapitalizing
   e. Changing topics and interrupting
   f. Reestablishing interview roles.
   g. Identifying and calling attention to feelings
   h. Sanctioning feelings
   i. Reflecting on feelings
   j. Using euphemisms
   k. Clarifying
   l. Interpreting
   m. Confronting
   n. Sharing information
   o. Giving advice
   p. Supporting
   q. Questioning
5. Data collection with groups and families
6. Data collection with communities and organizations

Readings:
1. Kadushin. Ch. 8, "Developmental Phase: Questions and Techniques of Questioning"
2. Kirst-Ashman and Hull. Ch. 16, "Recording in Generalist Social Work Practice."
Unit 9 – Assessments (July 7)
Content:
1. Purpose, process and product of assessment
2. Types of assessment
3. Things to look for in interviews
   a. Association of ideas/shifts in conversation
   b. Opening and closing statements
   c. Recurrent references
   d. Inconsistencies and gaps
   e. Concealed meaning
4. Using force field analysis to identify problems, resources, and strengths
5. Employ the assessment process as a means for reducing gender/cultural bias.
Readings: Kirst-Ashman and Hull, Ch. 9, "Understanding Families."
Client Interview Assignment

Unit 10 – Planning (July 14)
Content:
1. Goals: options, purposes, and types
2. Formulating goals and specifying measurable objectives
3. Critical thinking: reviewing options with the client
4. Designing an action plan for micro, mezzo and macro situations
Readings: Kirst-Ashman and Hull, Ch. 6, "Planning in Generalist Practice."

Unit 11 – Implementation (July 21)
Content:
1. Implementing the action plan
2. Bases of influence
3. Assessing intervention options
4. Providing resources: using client strengths
5. Obtaining resources: micro/macro approaches
6. Developing resources: advocating for social and economic justice
Readings:
1. Kirst-Ashman and Hull. Ch. 7, "Intervention"

Case assessment #2

Units 12 - Evaluation and Termination (July 28)
Content:
1. Introduction to the process of evaluation
2. Relationship of evaluation procedures to research and problem solving processes.
3. Comparison of evaluation concepts to research terminology and designs: 0-X-0 versus ABA; variables; interventive hypotheses (if action plan, then objective achieved); units of measurement and indicators.
4. Formative and summative evaluations.
5. Problems and issues in micro and macro social work evaluation.
6. Introduction to case studies and single case evaluation designs: B; AB; BA; ABA; ABAA; ABAB.
7. Validity and reliability in measurement.
8. Problems in evaluation (culture/gender bias, the limitations, reliability, validity)
9. Disengaging from the change process
10. Reasons for termination
11. Stages and reactions
Readings:
1. Kadushin. Ch. 9, "Termination and Recording,"
2. Kirst-Ashman and Hull. Ch. 8, "Evaluation, Termination and Follow-up in Generalist Practice."

Bibliography


