

**SIMON FRASER UNIVERSITY**  
**EDUC 423: HELPING RELATIONSHIPS**  
**E100**

Summer Semester May-August/09

Instructor: Dr. Patrice Keats  
Phone: 778-782-7604 (message)  
E-mail: [pkeats@sfu.ca](mailto:pkeats@sfu.ca)

Time: Tuesdays 5:30-9:20pm  
Location: SRY3010

Office Hours: Surrey 15-760 --by arrangement

---

**PRE-REQUISITES or CO-REQUISITE: EDUC 323**

**REQUIRED READING**

Custom Courseware will be available in the SFU-Surrey Bookstore

**LEARNING OBJECTIVES**

This course will focus on the development of basic listening skills and methods to foster human relationships. Specifically, at the end of the course students will have had the opportunity to:

- a. Increase your awareness of your own natural resources for helping others.
- b. Enable you to understand and demonstrate the appropriate use of a broad repertoire of specific helping skills.
- c. Enable you to more fully understand the interrelationship between your personality and your personal functioning and the processes and skills involved in becoming an effective helper.
- d. Enable you to investigate more deeply into the reasons why people behave as they do and how to effectively intervene to help people change.

**COURSE CONTENT**

The **major** focus of this course will be on training in the personal use of a variety of active listening skills. This will be accomplished through an experience/reflection format with opportunities to practice particular skills and by video recordings of your active listening exchanges. This will then be followed by constructive feedback from the instructor and fellow students. A formal requirement of this will be the preparation and presentation of **3 videotapes**.

**ASSIGNMENTS**

**Class Participation/Journal**

Class participation is encouraged and *attendance at all sessions is required*. Because this is a skill development course, you will be called upon extensively in class to participate in active listening practices. Along with your own personal gains in the skill practice area, you will be responsible for your involvement in a partnership with another student. Hence, your consistent attendance is important for the practice component of another student. In addition to attendance, participation in the class includes the degree to which you contribute to in-class active listening practice. Therefore, students are required to keep a journal of in-class experiences as we proceed through the course. This journal will allow you to track your own progress through the course. Evaluation of the journal will be based on completion only (10% of grade).

**Recorded Practice Transcripts and Critique**

Three transcripts of a portion of practice sessions will be submitted with a DVD of the sessions. Evaluations will increase in value as your skill acuity increases (i.e., Tape 1 -15%; Tape 2 -30%; and Tape 3 -45%). Further details of the evaluation will be discussed in class.