

**Course Outline**  
**HUMS/CRJU 139**  
**Interviewing and Communication Techniques**  
**The Community College of Baltimore County**

**Description**

**Interviewing and Communication Techniques** introduces the principles and skills necessary for the effective use of therapeutic communication; explores the relationship between interviewer and client; covers the various stages in the counseling process as well as the approaches of the major therapists in counseling psychology.

Prerequisites: RDNG 052, ENGL 052

**Overall Course Objectives**

Upon completion of this course the student will be able to:

1. Distinguish between interviewing, counseling, and psychotherapy;
2. Demonstrate communication skills that enhance the exchange of information; between the interviewer and the subject;
3. Interpret messages exchanged in verbal and nonverbal communication;
4. Identify ingredients of a helping relationship;
5. Describe barriers that prevent the accurate exchange of information;
6. Discuss planning strategies for successful interviewing;
7. Determine and evaluate outcome goals for intervention;
8. Define treatment theories currently available to community workers;
9. Analyze treatment planning and implementation; and
10. Demonstrate competence in multiculturally-sensitive basic interviewing skills.

**Major Topics**

Attending  
Client observational skills  
Open/closed questioning  
Paraphrasing  
Summarization  
Reflecting  
Listening skills  
Confrontation  
Reflection and Reframing  
Self-disclosure and Feedback  
Developing Treatment Plans  
Self-concept  
Empathy

**Course Requirements**

**Grading/exams:** Grading procedures will be determined by the individual faculty member but will include the following:

Written assignments  
Tests/Quizzes

**Writing:** The individual faculty member will determine specific writing assignments.

