

THE UNIVERSITY OF TEXAS AT AUSTIN
SCHOOL OF SOCIAL WORK
Generalist Social Work Practice: Skills, Knowledge, & Values
(Required Course – BSW Program)

Course Number: SW 312	Instructor's Name: Miki Tesh, LCSW
Unique Number: 62380	Semester: SPRING 2011
Class Time: MONDAY & WEDNESDAY 9:30-11:00am	Class Location: SSW 2.132
Office Hours: MONDAY 11:00-12:00 and by appointment	Office Location: 3.112
Email: mikitesh@mail.utexas.edu	

I. Standardized Course Description

This is the first course in the practice methods sequence, in which students are introduced to the fundamental values and ethics, skills, and knowledge relevant to generalist social work practice. Areas covered include the NASW Code of Ethics and Standards for Cultural Competence in Social Work Practice; the development of observation, communication, interviewing and assessment skills utilizing the problem-solving approach. Experiential learning is emphasized, including a 45-hour volunteer component in which students have direct client contact.

II. Standardized Course Objectives

By the end of the course, students will be able to:

1. Explain the major dimensions of generalist social work practice and the planned change/problem-solving process with individuals, families, groups, organizations and communities.
2. Apply Social Work knowledge, values, and skills to their participation in the learning environment.
3. Demonstrate skills in observation, communication, interviewing, assessment and problem solving.
4. Demonstrate the ability to differentially use basic social work skills to reflect the needs of clients of diverse groups distinguished by race, ethnicity, class, gender, culture, sexual orientation, religion, age, physical or mental abilities, and national origin.
5. Identify ethical issues and recognize when client, societal, and/or personal values conflict emphasizing understanding, affirmation and respect for human diversity and social justice in the practice of social work.

III. TEACHING METHODS

A variety of teaching methods will be utilized (e.g. discussion, lecture, and group exercises); experiential learning (e.g. volunteer project, role playing, & active learning) will be emphasized.

Use of Blackboard in Class

The instructor will use Blackboard—a Web-based course management system with password-protected access at <http://courses.utexas.edu>—to distribute course materials, to communicate and collaborate online, to post grades, and to submit assignments. Students can access support in using Blackboard at the ITS Help Desk by calling 475-9400, Monday through Friday, 8 a.m. to 6 p.m. Please plan accordingly. Additionally, the Learning Resource Center at the SSW (1st floor) has computers and can provide some computer assistance.

IV. REQUIRED TEXT AND COURSE MATERIALS

Text:

Cournoyer, B. (2011). *The social work skills workbook* (6th Ed.). Pacific Grove, CA: Brooks/Cole.

Materials:

Each student will need to acquire equipment to complete two videotaped interview assignments. The School of Social Work Lab is available as needed.

V. COURSE ASSIGNMENTS –

1. Attendance and Participation

Due to the format and content of this course, regular and punctual attendance is imperative.

Students are expected to be in class, to participate in a friendly, open, and respectful manner with the other students and instructor. Students are expected to share their thoughts or experiences to build on learning knowledge and insight. This is meant to be an engaging class where the most learning can occur through student active participation. A respectful, open, and encouraging environment will set the pace. In extenuating circumstances, notify the instructor via email as soon as possible [see Attendance Policy below]. As this class relies on participation, involvement, and mutual respect of all class members, it is important for students to come to class prepared to take part in informed discussion each week, based upon the class readings. There will be ample opportunities for students to take part in experiential in-class exercises. This part of the grade will be determined by class attendance, participation in discussions and completion of the in-class and homework assignments. Please turn cell phones and lap tops off during class. A description of proper classroom etiquette will be provided.

Students will be responsible for any material missed due to absences. A sign-in sheet will be passed around at the beginning of each class period. **It is the student's responsibility to remember to sign the attendance sheet each week, and a classroom etiquette contract.**

2. Workbook –

Three selected exercises in the Cournoyer workbook, including:

- a. **Ecomap and Genogram**
- b. **Active listening**
- c. **Ethics**

3. Presentations

- a. **Oral History Individual Presentations** - Each student is expected to complete a 30-45 minute oral history interview of a selected community member. The focus is on listening, exploring and appreciation of the individual. Each student will be expected to give a presentation with their group.
- b. **Ethics Group Presentation**- Students will work in groups (3-6) to complete this assignment. Each group will receive several case presentations, each involving one or more ethical dilemmas. Class time will be provided (but may not be sufficient) for the groups to reach consensus on the appropriate response to the situation and a plan on how they will present the information to the class.

- c. **Current Research Issue** -Students will work in groups (3-6) to complete this assignment. Students are asked to choose a research topic on a social work issue, and provide research to support their consensus on a perspective. Topic choices will be given.

4. Videotaped Interview/Self-Assessment

Students will complete two videotaped assignments during the semester, and write a short assignment for each. *Upload to blackboard:*

- a. A preliminary tape completed early in the semester for the purpose of assessing your beginning interviewing skills. Write a 2 page paper.
- b. A second tape made later for the purpose of demonstrating your competency in these skills. Write a 2 page paper. Include a comparison of the first and second interviews.

5. Volunteer Experience

All students enrolled in SW 312 must complete 45 volunteer hours at an approved agency. It is the student's responsibility to locate an agency at which to complete the hours. To aid students in their search for an agency, a list of area agencies with contact information has been posted on the class Blackboard site. Search the following sites for additional volunteer opportunities:

<http://deanofstudents.utexas.edu/vslc>

<http://volunteer.truist.com/ut/volunteer/>

<http://www.211centraltexas.org/>

Approval for the volunteer placement must be granted by the course instructor. Only 10 training hours can be used toward the 45 hour requirement. However, if you are enrolled in SW310 at the same time as this course, you will only have to complete 75 volunteer hours (instead of 90).

Required Volunteer Forms – all forms must be submitted to successfully complete the course

- a. Agency Selection Form
- b. Educational Contract (signed by the supervisor)
- c. Agency Evaluation of Student (signed by the supervisor)
- d. Student Evaluation of Agency
- e. Volunteer Time Logs (signed by the supervisor)

Please note that if a student does not complete at least 30 hours of the 45 volunteer hours, the student may not pass the entire class.

6. Two reflection Papers

Students will complete two reflection assignments (2 double spaced pages each) during the semester concerning their volunteer placement. You will receive additional instructions from the instructor for this assignment

7. Life Experiment and Short Evaluation

Students will complete 3 short life experiments and reflect on the experience, write a short analysis (a paragraph), and share in class. The three experiences will be on: 1. Body Language, 2. Communication, and 3. Honesty.

8. Summary of Course Requirements

Requirements	Points	Due
Class Participation (“community in the classroom”) *1/3 of grade	200	
Classroom Contract	20	Jan 24
Workbook Assignments: Ecomap & Genogram (pp. 42-44, #1, 2, 3, 4)	20	Jan 31
Active Listening (pp. 287-288, #3, 4, 5)	20	Feb 9
Ethics (pp. 160-162, #1, 2, 3)	20	April 4
Group Presentations: Oral History	20	Feb 28-March 2
Current Research on an Issue	20	April 11-13
Ethics Topic	20	April 25-27
Videotaped Interview, Presentation, & Self-Assessment Paper: #1	40	Feb 14-16
#2	40	March 21-23
Volunteer Placement: Agency Selection Form	20	Feb 7
Educational Contract Form	20	Feb 21
Agency Evaluation of Student	20	May 2
Volunteer Hours: 8 Hours	-	March 7
16 Hours	-	March 28
24 Hours	-	April 6
45 Hours	20	*May 2*
Must complete All of volunteer forms and hours to pass course		
PAPER “Communication in my volunteer placement”	20	March 9
“Ethics in my volunteer placement”	20	April 18
Life Experiment & Evaluation: Body Language Experiment & Short Analysis	20	Feb 23
Rate Yourself Worksheet & Short Analysis	20	March 30
Honesty Experiment & Short Analysis	20	April 6
Total	600	

VI. Class Policies

1. Grading Policy/Grading Criteria:

Undergraduate Grading Scale:

- 100-94 = A
- 93-90 = A-
- 89-87 = B+
- 86-84 = B
- 83-80 = B-
- 79-77 = C+
- 76-74 = C
- 73-70 = C-
- 69-67 = D+
- 66-64 = D
- 63-60 = D-
- 59 and below = F

2. Attendance/Tardiness

It is the student's responsibility to be on time and sign the attendance sheet at the beginning of each class. Students who are absent are responsible for making up missed in-class work and/or obtaining class material/content from a classmate. Attendance is an important part of the course grade, which is included with participation. Attendance & Participation is 25% of the grade.

3. Assignments

Written assignments (not including volunteer placement forms) must be uploaded onto Blackboard prior to the beginning of class on the date due (Blackboard will record the time the assignment is uploaded). Late assignments will result in a deduction of five points for each day that the assignment is late.

Assignments should be turned in with correct spelling, punctuation, or grammar. The format of the assignments should follow the Publication Manual of the American Psychological Association (APA 5th ed.). Some style information is available at www.apastyle.org/, and a list of updated style guides for electronic sources is available at www.apastyle.org/elecref.html. If additional writing assistance is needed please contact The University of Texas at Austin Undergraduate Writing Center at (512) 471-6222 or visit their website at <http://uwc.utexas.edu/>.

4. Class Participation and Use of Technology

Attendance and participation are important for effective learning. Students are expected to attend class, and actively participate in discussions and exercises. Use of technological devices (cell phones, ipods, mp3s, computers, etc.) is not permitted, and will reduce the participation grade of the student. For emergencies or family issues, you may leave your cell phone on in vibrate/silent mode (calls should be taken outside the classroom).

5. Use of Blackboard in Class

As noted above, in this class the instructor uses Blackboard—a Web-based course management system with password-protected access at <http://courses.utexas.edu>—to distribute course

materials, to communicate and collaborate online, to post grades, to submit assignments, and to give students online quizzes and surveys. Students can find support in using Blackboard at the ITS Help Desk by calling 475-9400, Monday through Friday, 8 a.m. to 6 p.m. Please plan accordingly.

6. Feedback Statement

Feedback is two-way. During this course the instructor will ask students to provide feedback on their learning in informal as well as formal ways, including through anonymous surveys about how the instructor's teaching strategies are helping or hindering student learning. It is very important for the instructor to know the students' reactions to what is taking place in class, so students are encouraged to respond to these surveys, ensuring that together the instructor and students can create an environment effective for teaching and learning. If students are concerned about their class performance, the instructor is more than willing to work with students to help them improve either their understanding of course content. The instructor can meet with students during office hours, or by appointment.

7. Email Communication with Instructor

The instructor is available by email to answer questions about assignments. Students should submit questions or requests for clarification at least 24 hours before an assignment is due. If an assignment is due in less than 24 hours, the instructor cannot guarantee a timely response. The instructor may suggest a meeting time for discussion if needed. Notifications regarding anticipated absences should be submitted the instructor as soon as possible.

VII. General University Policies

1. The University of Texas Honor Code

The core values of The University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and responsibility. Each member of the university is expected to uphold these values through integrity, honesty, trust, fairness, and respect toward peers and community.

2. Professional Conduct in Class

The instructor expects students to act like professionals in class. This means students should arrive on time for class, be prepared to participate in the class discussion, and show respect for one another's opinions. We will not, nor should we, always agree with one another. In this environment we should be exposed to diverse ideas and opinions, and sometime we will not agree with the ideas expressed by others. However, the instructor does require that students engage one another with respect and professionalism. Privacy and confidentiality should be respected and kept private by everyone in the class. In addition, all emails are to be written in a professional manner and tone.

3. Policy on Scholastic Dishonesty

Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. For further information, the student

may refer to the Web Site of the Student Judicial Services, Office of the Dean of Students (<http://deanofstudents.utexas.edu/sjs/scholdis.php>).

4. Services for Students with Disabilities

Upon request, appropriate academic accommodations can be made for any student with a documented disability. Any student who requires special accommodations should obtain a letter that documents the disability from the Services for Students with Disabilities area of the Division of Diversity and Community Engagement (471-6259 voice or 471-4641 TTY). The letter should be presented to the instructor at the beginning of the semester so that needed accommodations can be discussed. For more information, visit <http://www.utexas.edu/diversity/ddce/ssd/>.

5. Religious Holidays

By UT Austin policy, students must notify the instructor of a pending absence at least fourteen days prior to the date of observance of a religious holy day. If the student must miss a class, an examination, a work assignment, or a project in order to observe a religious holy day, the instructor will give the student an opportunity to complete the missed work within a reasonable time after the absence.

6. Use of E-Mail for Official Correspondence to Students

Email is recognized as an official mode of university correspondence; therefore, students are responsible for reading their email for university and course-related information and announcements. Students are responsible to keep the university informed about changes to their e-mail address. Students should check their e-mail regularly and frequently—daily, but at minimum twice a week—to stay current with university-related communications, some of which may be time-sensitive. Students can find UT Austin’s policies and instructions for updating their e-mail address at <http://www.utexas.edu/its/policies/emailnotify.php>.

7. Safety

As part of professional social work education, students may have assignments that involve working in agency settings and/or the community. As such, these assignments may present some risks. Sound choices and caution may lower risks inherent to the profession. It is the student's responsibility to be aware of and adhere to policies and practices related to agency and/or community safety. Students should notify the instructor regarding any safety concerns.

8. Behavior Concerns Advice Line (BCAL)

If students are worried about someone who is acting differently, they may use the Behavior Concerns Advice Line to discuss by phone their concerns about another individual’s behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit <http://www.utexas.edu/safety/bcal>.

9. Emergency Evacuation Policy

Occupants of buildings on the UT Austin campus are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation:

- Familiarize yourself with all exit doors of the classroom and the building. Remember that the nearest exit door may not be the one you used when you entered the building.

- If you require assistance to evacuate, inform the instructor in writing during the first week of class.
- In the event of an evacuation, follow the instructor’s instructions.
- Do not re-enter a building unless you’re given instructions by the Austin Fire Department, the UT Austin Police Department, or the Fire Prevention Services office.

VIII. COURSE SCHEDULE

Class Topic		Date	Readings	*DUE*	
Introduction	1	WED JAN 19	Volunteer Agency Resources: <ul style="list-style-type: none"> • http://deanofstudents.utexas.edu/vslc • http://www.211centraltexas.org/ Social work: http://www.naswdc.org/pubs/choices/	“What worries you most about direct client contact?” & Volunteer Placement	
	2	MON JAN 24	The Strengths Perspective http://www.socwel.ku.edu/Strengths/about.shtml	Classroom Contract	
	2	WED JAN 26	The Systems/ Ecological Perspective: http://www.socwel.ku.edu/Strengths/about.shtml		
	3	MON JAN 31	Cournoyer - Chapter 1 & 2: Introduction, Professionalism	Workbook Assignment: Ecogram/Genogram	
Direct Client in Social Work Practice	3	WED FEB 2	Cournoyer - Chapter 6: Talking & Listening		
	4	MON FEB 7	Cournoyer - Chapter 7: Preparing	Volunteer Placement: Agency Selection Form	
	4	WED FEB 9	Cournoyer - Chapter 8: Beginning	Workbook Assignment: Active Listening	
	5	MON FEB 14	Video Assignment #1	Video #1 Paper	
	5	WED FEB 16			
	6	MON FEB 21	Cournoyer - Chapter 9: Exploring	Volunteer Placement: Educational Contract	
	6	WED FEB 23	Cournoyer - Chapter 10: Assessing	Body Language Short Analysis	
	7	MON FEB 28	Oral History Group Presentations	Presentation	
	7	WED MARCH 2			
	8	MON MARCH 7	Cournoyer - Chapter 11: Contracting	8 hrs due for Volunteer Placement	
	8	WED MARCH 9	Cournoyer - Chapter 12: Working & Evaluating	Paper: “Communication in my Volunteer Placement”	
	9	MON MARCH 14	Spring Break		
	9	WED MARCH 16			

	10	MON MARCH 21	Video Assignment #2	Video #2 Paper
	10	WED MARCH 23		
	11	MON MARCH 28	Chapter 13: Ending	16 hrs due for Volunteer Placement
Ethics	11	WED MARCH 30	Chapter 3: Critical Thinking, Scientific Inquiry, and Career Long Learning	Rate Yourself Short Analysis
	12	MON APRIL 4	NASW Code of Ethics (Preamble), available online: http://www.socialworkers.org/pubs/code/code.asp	Workbook assignment: Ethics
	12	WED APRIL 6	Chapter 4: Valuing Diversity, Advancing Human Rights and Social Justice	24 hrs due for Volunteer Placement & Honesty Short Analysis
	13	MON APRIL 11	Group Presentation: Current Research on an Issue	Presentation
	13	WED APRIL 13		
	14	MON APRIL 18	Cournoyer - Chapter 5: Ethical Decision Making	Paper: "Ethics in my Volunteer Placement"
	14	WED APRIL 20	Continued on Ethical decision making	
	15	MON APRIL 25	Group Presentation: Ethics	Presentation
15	WED APRIL 27			
Review	16	MON MAY 2	Review	45 Hours & Agency Evaluation
	16	WED MAY 4	Endings	