

**THE ART
OF
HELPING & LISTENING**

HS 207 * LBCC

DOROTHY MITCHELL

STUDENT HANDBOOK



Dorothy B. Mitchell has been a teacher and counselor for the past 30 years. She taught at California State University, Long Beach; Long Beach City College; and every summer for the University of Hawaii. Her educational degrees are all the field of Community-

Clinical Psychology. Her Doctorial work was with the United States International University, San Diego. Since her retirement, she is an adjunct teacher teaching one class per semester, THE ART OF HELPING AND LISTENING at Long Beach City College and conducts Personal Life Coaching for dedicated clients.

She is an international speaker and consultant for major companies including the United States Navy in Hawaii, Guam, Norfolk, VA and Oakland, CA.

Ms Mitchell's family includes four daughters, two husbands, six grandchildren and one guide dog; the Guide Dog is the easiest one to teach new tricks.

Retirement includes travel and community service. She sews, knits, quilts, designs clothing and loves to create gourmet meals for eager eaters. Having completed seven marathons, including one in Long Beach, she is now a 'walker' with a new bionic hip and does a daily workout to maintain good physical health.

COURSE OUTLINE & TITLE: The Art of Helping and Listening

Professor

Dorothy B. Mitchell Master of Science, Community-Clinical Psychology

Approach

This course is based upon the forty years of research of Robert Carkhuff, et al. The course is primarily experiential in nature to enhance the facilitating of helping skills of both professional and laypersons. The goal of all helping is more effective living and constructive growth for the helper and the person they help, i.e., the helpee. The helper, in the Carkhuff Model, develops his/her skills through discipline, practice, and hard work. There is a direct relationship between the growth or deterioration of the helpee and the level of interpersonal functioning of the helper. The most important single factor in effective helping is the level of interpersonal functioning of the helper. Therefore, the skills of interpersonal functioning of the helper will be stressed.

Required Text

Beck, Martha, Finding Your Own North Star

Methodology

This course will use both didactic and experiential approach to facilitate the students learning of helping skills. Lectures will be provided to introduce the helping skills of, Prehelping, Responding, Personalizing, and Initiating. Students will practice those skills in small groups, triads, and dyad experiences. As the "Helper," you will practice the skills of the Carkhuff Model by being as helpful as you know how to be. As the "Helpee," you will share personal concerns of your own, you will not be role-playing. These concerns may be at whatever level is comfortable for you. By using your own real concerns you will have the opportunity to experience how it feels to be effectively helped by another. As an "Observer," you will take careful notes and give feedback to both the "Helper" and the "Helpee." You will use a rating system that will be instructed during the didactic portion of the class. Upon the completion of being the "Observer" in your group, you will give the notes to the helpee.

Students will write in logs at the end of each class that will be exchanged with the

the instructor will respond to those entries to be helpful in clarification and facilitate student's interpersonal growth.

This course is designed to have the student gain helping skills. In addition, the course is for personal growth and development of each student and **requires absolute confidentiality of each group interaction.** Failure to provide confidentiality for your group would result in expulsion from the class.

Attendance Attendance is required. The emphasis is on the experiential component of the Carkhuff Model of Life Skill Development, therefore, two or more unexcused absences will result in automatic full grade drop or dismissal from the class

Written Project Each student will write a critical self-evaluation of his/her own growth during the course using the theoretical concepts discussed and practiced in the course or included in the assigned readings. The goal of the paper is to use critical thinking skills to highlight how the student is using the Carkhuff Model life skills in his/her own personal life. This 2-3 page paper shall be typed and cover the student's own personal life in the areas of physical, intellectual, emotional, spiritual, and fiscal growth. **No late papers are accepted, all final work for grades will be typed or on computer. DUE Date: MAY 09, 2007**

Evaluation The course may be taken for credit/non-credit or for a letter grade. The grades are based upon points,

	POINTS
ATTENDANCES AND PARTICIPATION (10 point per meeting)	180

1. QUIZZES	
QUIZ 1	20
QUIZ 2	20
2. HOMEWORK & PROJECTS **	
A. Personalized Scripts	
Script #1	10
Script #2	10
Script #3	10
B. Problem Solving Charts	
From Script #1	10
From Script # 2	10
From Script # 3	10
C. Program Development Charts From Problem Solving	
From PS # 1	10
From PS # 2	10
From PS # 3	10

3. Written Critical Evaluation of Self 50
You will write a 2-3 page paper evaluating where and how you are using the skills you have learned in this class. Where you were at the beginning of semester and where you are now.

STUDENTS WHO ARE COMMITTED TO THE COURSE REQUIREMENTS AT "A" GRADE LEVEL MUST COMPLETE THESE LAST TWO REQUIREMENTS.

An A student's work demonstrates a level of excellence beyond ordinary.

*4. Critique of Chapters of Assigned Book Cr/NCr
Students must critique chapters if they wish to receive an A Grade for semester.

*5. SELF CHANGE PROGRAM Cr/NC
Students must plan and complete a self-change program if they wish to receive an A grade for the semester.

Total Possible Points **360.**

The following are totals necessary for each grade level.

- A = 320
- B = 280
- C = 250
- D = 210
- F = 200 & below

ALL WORK MUST BE COMPLETED AT A COLLEGE LEVEL OF EXCELENCE:

TYPED, GRAMMATICALLY CORRECT, AND ATTRACTIVE.

THE SKILLS NEEDED FOR COMPLETING SCRIPTS, PROBLEM SOLVING AND PROGRAM DEVELOPMENT WILL BE TAUGHT DURING THE COURSE.

REQUIREMENTS FOR HUMAN SERVICE 207

(Strongly advised: English and Grammar skills at minimum English 105. Typewriter/computer/word processor literate)

ALL WORK, with the exception of your journal, MUST BE TYPED This is a college level course and your work should reflect that.

Attendance is expected. Two unexcused absences may drop you from the class.

NO MAKEUP TESTS. (You may take tests early if you make arrangements with the professor.)

NO LATE HOME WORK. You may turn work in early. Keep a copy of all work that you turn in. Homework should be turned in with your journal, and the homework will be returned in your journal.

Choose a study buddy in this class that you may exchange phone numbers with to clarify assignments or help each other as needed.

Appointments with the professor can be made after class or before class for the following week. The professor does not have an office at LBCC but does have a mail box at PCC and email:
dmitchell@lbcc.edu

Your journal will be read and responded to by the professor. Your journal is committed to absolute privacy with you and if you want it shared with your group trainer, you may ask for that to be done.