



SUBJECT OUTLINE

Subject Name:

Foundations of Communication and Counselling

Subject Code:

SOCF111

SECTION 1 – GENERAL INFORMATION

Award/s:	Total Course Credit Points:	Level:
Bachelor of Health Science (Acupuncture)	128	Core 1 st Year
Bachelor of Health Science (Naturopathy)	128	Core 1 st Year
Bachelor of Health Science (Myotherapy)	96	Core 1 st Year
Bachelor of Health Science (Nutritional and Dietetic Medicine)	96	Core 1 st Year
Bachelor of Complementary Medicine	48	Elective 3 rd Year
Diploma of Health Science	32	Core 1 st Year
Duration:	1 Semester	
Subject is:	Core or Elective as noted	Subject Credit Points: 2

Student Workload:		
No. timetabled hours per week: 3	No. personal study hours per week: 2	Total hours per week: 5
Delivery Mode*:		
<input type="checkbox"/> On campus	<input checked="" type="checkbox"/> Online / Digital	<input type="checkbox"/> Blended
<input type="checkbox"/> Intensive		
Weekly Session^ Format/s - 1 session per week:		
<input checked="" type="checkbox"/> eLearning modules: Lectures: Interactive adaptive online learning modules Tutorials: can include asynchronous tutor moderated discussion forum and activities, learning journal activities or other web-based resources		
<p>*All modes are supported by the online learning management system which will include subject documents such as handouts, readings and assessment guides.</p> <p>^A 'session' is made up of 3 hours of timetabled / online study time per week unless otherwise specified. Each subject has a set number of sessions as outlined above.</p>		
Study Pattern: <input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time		
Pre-requisites: Nil		
Co-requisites: Nil		



SECTION 2 – ACADEMIC DETAILS

Subject Rationale

This foundational subject focuses upon intrapersonal and interpersonal communication, knowledge, and skills essential for developing an effective therapeutic relationship with clients. It further encourages students to pursue growth in both self-knowledge and reflection and enables them to evaluate the role of ethics in a healthy therapeutic relationship. This is a core subject across all Complementary Medicine disciplines.

Learning Outcomes

1. Discuss the importance of mindfulness, self-reflection, self-awareness and self care within a professional healthcare setting.
2. Explain the client centred counselling skills necessary for building rapport and trust in interpersonal communication.
3. Describe the importance of professional behaviour and ethical practice within a professional health care setting.

Assessment Tasks

Type	Learning Outcomes Assessed	Session Content Delivered	Due	Weighting
Quiz (60 minutes) (multi-choice and short answer)	1,2	1-6	Week 7	30%
Recorded Interview (5 minutes)	1,2,3	1-12	Week 12	30%
Reflection (1000 words)	1,2,3	1,5,6&7	Week 13	40%

All written assessments and online quizzes are due at 11:55 p.m. Sunday and submitted through the LMS

Prescribed Readings:

1. O'Toole, G. (2020). *Communication: Core interpersonal skills for health professionals* (4th ed.). Churchill Livingstone.

Recommended Readings:

1. Corey, G. (2017). *Theory and practice of counselling and psychotherapy* (10th ed.). Cengage Learning. [ebook available]



2. Corey, G., Corey, M.S., & Callanan, P. (2015). *Issues and ethics in the helping professions* (9th ed.). Brooks Cole Cengage.
3. Cornelius, H., & Faire, S. (2006). *Everyone can win: Responding to conflict constructively* (2nd ed.). Simon & Schuster.
4. Endeavour College of Natural Health. (2020, November 16). *APA 7 referencing guideline*. <https://acnm.s3-ap-southeast-2.amazonaws.com/pub/DOCID-2102554854-15539.pdf>
5. McLeod, J. (2013). *An introduction to counselling* (5th ed.). McGraw Hill, Open University Press. [ebook available]
6. Schiraldi, G.R. (2007). *10 simple solutions for building self-esteem: How to end self-doubt, gain confidence and create a positive self-image*. New Harbinger Publications. [ebook available]

Subject Content		
Week	Lecture	Tutorial
1.	Holistic Practice and Mindfulness <ul style="list-style-type: none"> ➤ Mindfulness benefits ➤ Building self-reflection and self-awareness into practice. ➤ Exploring personal wisdom and intuition ➤ Self-reflection - Gibb's Reflective Cycle ➤ Self-care 	<p>Discussions are developed to allow the students to explore relevant concepts, expand on ideas and have peer and lecturer interaction</p> <p>Discussions also allow for formative assessment and feedback.</p> <ul style="list-style-type: none"> ➤ Overview of the subject and introduction to the set text ➤ Discussion Forum - What do you consider Mindfulness to be? How might Mindfulness benefit you and your clients? ➤ Discussion Forum - What are the qualities or attributes of a 'wisdom based' practitioner? ➤ Discussion Forum - How do you communicate to someone that you 'feel' something isn't right without evidence?
2.	Professional Self Awareness <ul style="list-style-type: none"> ➤ The elements involved in helping in a contemporary setting, and the importance of self-awareness and self-worth to being an effective practitioner ➤ The therapeutic relationship ➤ Ethical considerations in the therapeutic relationship ➤ Taking responsibility for personal skill development ➤ Visual, auditory and kinaesthetic learning styles 	<p>Week 2 Webinar</p> <ul style="list-style-type: none"> ➤ Discussion Form- Have five minutes of quiet time and reflect on your true self. How would you describe yourself to someone who doesn't know you? Record your responses in the discussion forum if you feel comfortable.
3.	Self as Practitioner – Values and Beliefs	<p>Week 3 Webinar</p>



	<ul style="list-style-type: none"> ➤ Values, beliefs and assumptions, and their impact on practitioners and clients ➤ Expectations of client and society ➤ The ethical use and place of Social Media in health care settings today 	<ul style="list-style-type: none"> ➤ Discussion Forum - Identify an attitude you have about health care in your chosen modality. Do you think this attitude would impact your behaviour as a health care professional? Why or why not?
4.	<p>Self as practitioner – Inner Critic and Inner Coach</p> <ul style="list-style-type: none"> ➤ Self-talk and the inner critic, inner coach, inner child and nurturing adult ➤ Messages, beliefs and assumptions which can lead to negative self-talk and a strong inner critic ➤ Recognition of the practitioner's inner critic and inner coach, and the impact this may have upon the practitioner both personally and professionally ➤ Understanding of the inner critic, inner coach, inner child and nurturing adult of the client, and their effect on the therapeutic process 	<p>Reflect on and then discuss within the discussion forum:</p> <ul style="list-style-type: none"> ➤ Why self-awareness is important to being an effective practitioner ➤ Ways of working with the client's negative self-talk
5.	<p>Self as practitioner – Developing and enhancing emotional wellbeing, resilience and self-compassion</p> <ul style="list-style-type: none"> ➤ Definition of emotional wellbeing - latest research around this ➤ Understanding resilience ➤ Improving and enhancing resilience ➤ Self-compassion 	<ul style="list-style-type: none"> ➤ Discussion Forum - What are your strengths? Share your answers from the survey in the Learning Module. ➤ Discussion Forum - What is self-compassion and why might it be helpful for a natural health practitioner?
6.	<p>Self and Client – Communication within the Clinical Setting</p> <ul style="list-style-type: none"> ➤ Professional practice and ethical issues involved in working in a clinical setting ➤ The need for referrals ➤ Reviewing communication skills in clinical practice ➤ Boundary setting in a professional relationship 	<p>Week 6 Webinar</p> <ul style="list-style-type: none"> ➤ Discussion Forum - What are the key aspects of ethical behaviour? ➤ Discussion Forum - Why is ethical communication and behaviour central to the client-practitioner relationship? ➤ Discussion Forum - Why are multiple/dual relationships with your clients inappropriate in therapeutic practice? What would be the ethical ramifications? ➤ Discussion Forum – As a practitioner, who might be on your referral list? How would you conduct a referral? Who are your local referral sources?



7.	Modes of Communication 1 <ul style="list-style-type: none"> Non-verbal and verbal – definition, description and comparison Non-verbal communication to facilitate treatment: attending skills, use of body language Appropriate communication aids, appropriate modes of communication, appropriate demeanour and body language, observation, honesty and integrity 	<ul style="list-style-type: none"> Discussion Forum - Which communication skills you think would be easy to utilise and which skills would take more practice to develop Discussion Forum - Does people's physical presence influence your perception of them? Why or why not?
NON-TEACHING WEEK (note that make-up classes may be scheduled in this week) Semester 1 – This aligns with the week after Easter so it may fall between Weeks 6 to 8 Semester 2 & Online students – The non-teaching week falls between Weeks 7 and 8		
8.	Modes of Communication 2 <ul style="list-style-type: none"> Verbal communication skills to facilitate treatment: paraphrasing, reflecting feelings, open and closed questioning or probing, summarising Appropriate language, appropriate modes of communication, appropriate tone and presentation, clarifying, advising, providing appropriate and accurate information, honesty and integrity The value of effective communication which demonstrates congruence between words and non-verbal cues 	<ul style="list-style-type: none"> Discussion Forum - Ask someone close to you about their day. Make an effort to actively listen to what they are saying and paraphrase to show your engagement. Afterwards, ask them how engaged they felt you were during the conversation. Share your experience. Discussion Forum - How do you plan on using questions appropriately when communicating with clients?
9.	Practitioner and Client – Stress management <ul style="list-style-type: none"> Types of stress including the positive and negative aspects of stress Awareness and prevention of stress as a person and as a practitioner Looking after clients and helping clients identify stress responses and coping strategies 	Week 9 Webinar <ul style="list-style-type: none"> Discussion Forum - How would you use problem-focused coping strategies to approach a situation?
10.	Practitioner and Client – Assertiveness and Anger Management <ul style="list-style-type: none"> Emotional intelligence Introduction to the three behavioural styles (assertive, aggressive, passive) Identifying personal style and our client's style Assertiveness techniques and clarity of communication Anger and its positive and negative expressions 	<ul style="list-style-type: none"> Discussion Forum - What improvements do you need to make in your body language to appear more assertive in the clinical practice? Discussion Forum - What are positive and negative expressions of anger? Explain why they are positive or negative?



	<ul style="list-style-type: none"> ➤ Differences between anger and aggression; how to recognise and manage individual anger and how to respond to an angry client 	
11.	Practitioner and Client - Assertiveness and Conflict Management <ul style="list-style-type: none"> ➤ Emotional intelligence and conflict resolution ➤ Different styles of handling conflict ➤ Conflict in a clinical setting and practicing appropriate management strategies 	<ul style="list-style-type: none"> ➤ Discussion Forum - What are some harm minimisation strategies to consider before a difficult situation?
12.	Working with Clients with Complex Needs <ul style="list-style-type: none"> ➤ An introduction to issues around clients presenting with particular complex needs ➤ Communicating with clients with complex needs ➤ Ethics and referral in managing clients with complex needs 	<ul style="list-style-type: none"> ➤ Discussion Forum - Why is it important to understand the immediacy of some health concerns?
13.	Professional Development and Building Cultural Competence <ul style="list-style-type: none"> ➤ Need for ongoing professional development and research ➤ Intercultural communication ➤ Cultural and personal factors: religious background, gender, age, family or social factors ➤ Specific issues and indigeneity ➤ Specific issues around refugees vs. migrants ➤ Working with clients from different cultural backgrounds ➤ Working with clients with a disability 	<ul style="list-style-type: none"> ➤ Discussion Forum - What would be your reasons for on-going professional development? ➤ Discussion Forum - What influences your personal and cultural identity and how does this manifest? Why have particular groups had more influence than others? ➤ Discussion Forum - Explain an experience or encounter that you've had with: <ul style="list-style-type: none"> ⊗ People from other cultures. ⊗ People with a disability ⊗ Or your experience of being with another person in a professional consultation. <p>What important information did you gather from this experience that would be useful in a similar interaction with a client?</p> ➤ Discussion Forum - Why is professional development important and how can it best be implemented?
14-15.	Non-Teaching Week/Practical Examination Weeks 1 & 2 Note that make-up classes may be scheduled in these weeks	
16-17.	Final Examination Weeks 1 & 2 There is no final exam for this subject	