



Graduate Course Syllabus

COU 540: Helping Skills and Techniques, Residency I

Center: Online

Course Prerequisites

Advisor registration required

COU 500 and COU 510

Course Description

This course presents the micro-skills and beginning counseling techniques that form the foundation of the counseling process and effective theoretical practice. The course includes weekly skill and technique development, inclusive of a 5-day, in-person laboratory in which students meet their full class for an intensive learning experience to further practice and demonstrate their competence in these skills and techniques.

Course Outcomes

- Select a variety of appropriate community resources that will promote a client's ability to seek and access care
- Employ self-care plans that address personal issues relevant to the practice of clinical mental health counseling
- Demonstrate appropriate foundational professional counselor characteristics and behaviors in a clinical setting
- Discern traumatic events that require intervention and prevention strategies based on presenting symptoms
- Demonstrate proficient use of primary counseling microskills and interviewing skills in professional counseling interactions

Required Materials

Using your learning resources is critical to your success in this course. Please purchase directly through the [SNHU Online Bookstore](#) rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the IT Service Desk, your advisor, and the instructor can provide you with support if you have problems.

[The Residency Manual](#)

Damion Cummins

Publication Manual of the American Psychological Association

American Psychological Association

Seventh Edition

Bongo

The following equipment will be needed to complete the Bongo activities in this course:

- Mac or PC desktop or laptop (not a mobile device or tablet)
- Webcam
- Microphone

For more detailed technical requirements, refer to [this document](#).

Diversity, Equity, and Inclusion

As indicated in our core values, SNHU is committed to “embrace diversity where we encourage and respect diverse identities, ideas, and perspectives by honoring difference, amplifying belonging, engaging civilly, and breaking down barriers to bring our mission to life.”

This may or will be reflected in SNHU’s curriculum as we embrace and practice diversity, equity, and inclusion (DEI) to provide the most transformative experience for our students, faculty, and staff. Because topics pertaining to DEI can be sensitive, please remember that embodying and practicing diversity, equity, and inclusion is one of our core values that you will encounter throughout the academic experience. In higher education, we are expected to think and engage critically. Use a growth mindset to embrace the diverse readings, course assignments, and experiences of your peers and faculty.

For more information about DEI at SNHU, please visit our website at the [Office of Diversity and Inclusion](#).

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor’s answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours. Instructors will post grades and feedback (as applicable) within seven days of an assignment’s due date, or within seven days of a late submission.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Start Here Assignment	1	5	5
Discussions	4	24	96
Journals	4	24	96
Practice Activities	6	24	144
Virtual Practice Process Group Counseling Session Reflections	2	15	30
Residency Dispositions Assessment	1	250	250
Final Project			
Final Project I Submission	1	197	197
Final Project II Submission	1	182	182
			Total Course Points: 1,000

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

University Grading System: Graduate

Grade	Numerical Equivalent	Points
A	93–100	4.00
A-	90–92	3.67
B+	87–89	3.33
B	83–86	3.00
B-	80–82	2.67
C+	77–79	2.33
C	73–76	2.00
F	0–72	0.00
I	Incomplete	
IF	Incomplete/Failure *	
W	Withdrawn	

* Please refer to the [policy page](#) for information on the incomplete grade process.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignment Guidelines and Rubrics section of the course.

Weekly Assignment Schedule

Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each week.

For more detailed information view the [Comprehensive Syllabus](#).

Concept One: Prep Work

Week One	Start Here Assignment 1-1 Discussion: Introduction, Nonverbal Skills, and Encouragers 1-2 Practice Activity: Introduction to Nonverbal Skills and Encouragers 1-3 Final Project Review 1-4 Field Experience Presentation
Week Two	2-1 Discussion: Suicide Assessment and Supervision 2-2 Journal: Self-Care Plan 2-3 Practice Activity: Questioning and Reflection Paraphrasing
Week Three	3-1 Discussion: Trauma and Supervision 3-2 Practice Activity: Reflection Feeling and Reflection Summarizing 3-3 Practice Process Group Counseling Sessions

Concept Two: One-on-One Meeting

Week Four	4-1 Residency Experience
-----------	--------------------------

Concept Three: Post-work, Plan, and Reflection

Week Five	5-1 Journal: Mid-Experience Reflection 5-2 Practice Activity: Microskills Integration 5-3 Practice Process Group Counseling Session Reflection
Week Six	6-1 Practice Activity: Improvement of Skills 6-2 Journal: Reflection 6-3 Practice Process Group Counseling Session Reflection 6-4 Final Project I Reminder
Week Seven	7-1 Practice Activity: Microskills 7-2 Final Project I Submission: Self-Reflection
Week Eight	8-1 Video Observation
Week Nine	9-1 Final Project II Submission: Video Analysis 9-2 Residency Assessment
Week Ten	10-1 Journal: Reflection 10-2 Discussion: Course Reflection and Final Thoughts

CACREP Alignment Map

Week 1:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
1-1 Discussion: Introduction, Nonverbal Skills	2.F.5.d; 2.F.5.g	CO3	PO2	Discussion Rubric

1-2 Practice Activity: Introduction to Nonverbal Skills and Encourages	2.F.5.d; 2.F.5.g; 5.C.3.b	CO5	PO5	Week One Practice Activity Guidelines and Rubric
1-3 Final Project Review				Non-Graded
1-4 Field Experience Presentation				Non-Graded
Week 2:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
2-1 Discussion: Suicide Assessment and Supervision	2.F.1.k; 2.F.1.l; 5.C.2.j	CO3	PO2	Discussion Rubric
2-2 Journal: Self-Care Plan	2.F.1.k; 2.F.1.l; 2.F.3.i	CO2	PO1	Week Two Journal Guidelines and Rubric
2-3 Practice Activity: Questioning and Reflection Paraphrasing	2.F.1.k; 2.F.5.g; 5.C.3.b	CO5	PO5	Week Two Practice Activity Guidelines and Rubric
Week 3:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
3-1 Discussion: Trauma and Supervision	2.F.5.g; 5.C.2.j	CO3	PO2	Discussion Rubric
3-2 Practice Activity: Reflection Feeling and Reflection Summarizing	2.F.5.g; 5.C.3.b	CO5	PO5	Week Three Practice Activity Guidelines and Rubric
3-3 Practice Process Group Counseling Sessions				Non-Graded
Week 4:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
4-1 Residency Experience				Graded in Week Nine
Week 5:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
5-1 Journal: Mid-Experience Reflection	2.F.5.g; 2.F.5.h; 2.F.5.j; 2.F.5.k; 2.K.5.l; 2.F.5.m	CO3	PO2	Week Five Journal Guidelines and Rubric
5-2 Practice Activity: Microskills Integration	2.F.5.g; 5.C.3.b	CO5	PO5	Week Five Practice Activity Guidelines and Rubric
5-3 Practice Process Group Counseling Session Reflection		CO3	PO2	Practice Process Group Counseling Session

				Reflection Guidelines and Rubric
Week 6:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
6-1 Practice Activity: Improvement of Skills	2.F.5.g; 2.F.5.h; 2.F.5.j; 2.F.5.m; 2.F.7.c; 5.C.3.b	CO1, CO4	PO2	Week Six Practice Activity Guidelines and Rubric
6-2 Journal: Reflection	2.F.5.f; 2.F.5.g	CO5	PO5	Week Six Journal Guidelines and Rubric
6-3 Practice Process Group Counseling Session Reflection		CO3	PO2	Practice Process Group Counseling Session Reflection Guidelines and Rubric
6-4 Final Project I Reminder				Non-Graded
Week 7:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
7-1 Practice Activity: Microskills	2.F.5.f; 2.F.5.g; 2.F.5.h; 2.F.5.j; 2.F.5.k; 2.K.5.l; 2.F.5.m; 5.C.3.b	CO1, CO3, CO4	PO2	Week Seven Practice Activity Guidelines and Rubric
7-2 Final Project I Submission: Self-Reflection	2.F.1.k; 2.F.1.l; 2.F.1.m; 5.C.2.j	CO2	PO1	Final Project 1 Guidelines and Rubric
Week 8:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
8-1 Video Observation	2.F.1.k; 2.F.1.l; 2.F.1.m; 5.C.2.j	CO2	PO1	Non-graded
Week 9:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
9-1 Final Project II Submission: Video Analysis	2.F.1.e; 2.F.5.f; 2.F.5.g; 2.F.5.h; 2.F.5.j; 2.F.5.k; 2.K.5.l; 2.F.5.m; 2.F.7.d; 2.F.7.e; 5.C.2.b; 5.C.2.c; 5.C.3.b	CO1, CO3, CO4, CO5	PO2, PO5	Final Project II Guidelines and Rubric
9-2 Residency Assessment				Counseling Residency Embedded Rubric
Week 10:	CACREP Standard(s)	Course Objective(s)	Program Outcome(s)	Assessment
10-1 Journal: Reflection	2.F.1.k; 2.F.1.l; 2.F.5.f; 2.F.5.g; 2.F.5.h; 2.F.5.j; 2.F.5.k; 2.K.5.l; 2.F.5.m	CO2, CO5	PO1, PO5	Week Ten Journal Guidelines and Rubric
10-2 Discussion: Course Reflection and Final Thoughts		CO3	PO2	Discussion Rubric

Course Participation

Course participation is required within the first week of the term for all online courses. *Participation* in this context is defined as completing one graded assignment during the first week of the course. Otherwise, students will be administratively removed for nonparticipation. Students who do not participate during the first week may forfeit their rights to be reinstated into the course. Students who stop attending a course after the first week and who do not officially withdraw will receive a grade calculated based on all submitted and missed graded assignments for the course. Missed assignments will earn a grade of zero. See the [course withdrawal policy](#) and the [full attendance policy](#) for further information.

Late Assignments

Students who need extra time may submit assignments (excluding discussion board postings) up to one week after the assignment due date. Discussion board submissions will not be accepted for credit after the deadline except in extenuating circumstances.

- A penalty of 10 percent of the total value of the assignment will be applied to the grade achieved on the late assignment regardless of the day of the week on which the work is submitted.
- Students who submit assignments more than one week late will receive a grade of zero on the assignment unless they have made prior arrangements with the instructor.

Students must submit all assignments no later than 11:59 p.m. (in their own time zone) on the last day of the term. No assignments are accepted after the last day of the term unless an incomplete has been submitted. See the [incomplete grades policy](#).

There may be times an instructor makes an exception to the late assignment policy. Instructors may accept late work, including discussion board posts, with or without prior arrangement.

- Exceptions to the late policy on these grounds are left to the instructor's discretion, including whether the late penalty is applied or waived. Students should not assume that they will be allowed to submit assignments after the due dates.
- If an instructor finds that they are unable to determine whether an exception to the late policy would be appropriate without documentation, the collection and review of student documentation should be handled through the Dispute Resolution team in order to protect the student's privacy. In these cases, students should file a [Student Concern Dispute form](#) to have the circumstances reviewed.

If a student is experiencing (or knows they will experience) a circumstance, including pregnancy, that is protected under the Americans with Disabilities Act or Title IX, they are encouraged to contact the [Online Accessibility Center \(OAC\)](#) as soon as possible to explore what academic accommodations might be offered. Instructors must honor all deadlines established through the OAC.

Student Handbook

Review the [student handbook](#).

ADA/504 Compliance Statement

Southern New Hampshire University (SNHU) is dedicated to providing equal access to individuals with disabilities in

accordance with Section 504 of the Rehabilitation Act of 1973 and with Title III of the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

SNHU prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities. The university has adopted the [ADA/504 Grievances Policy](#) (version 1.2 effective October 16, 2017), providing for prompt and equitable resolution of complaints regarding any action prohibited by Section 504 or the ADA.

For further information on accessibility support and services, visit the [Disability and Accessibility Services](#) webpage.

Academic Integrity Policy

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic integrity policy](#).

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

Withdrawal Policy

Review the [full withdrawal policy](#).

Southern New Hampshire University Policies

More information about SNHU policies can be found on the [policy page](#).