

Subject Code	APSS265	SELF-UNDERSTANDING AND COMMUNICATION SKILLS
Level	2	
Contact Hours	Interactive Lecture, Experiential Learning and Role Play	
Student Effort Hours	120	
Assessment Method	Coursework 100%	Subject Aim:
Credit Value	3	<i>The subject is intended to:</i>
Pre-requisites	Nil	The objectives of this subject are to enable students to initiate a Process of self-understanding and self-awareness, and to develop The interpersonal communication skills essential to human service practitioners.
Co-requisites	Nil	
Exclusions	Nil	
Subject Leader/ Lecturer/Dept.	(APSS)	
Learning Outcomes:		
<i>Students will demonstrate their ability to:-</i>		
<ol style="list-style-type: none"> 1. develop understanding and be aware of their personal abilities, feelings, values and attitudes related to the roles and practice of human service practitioners; 2. develop a greater self-awareness and understanding of oneself; 3. understand the core conditions, and develop skills to establish relationships with the service-users and co-workers in the workplace; 4. acquire the basic understanding and practice skills in interpersonal communication. 		
Syllabus Content:		
<i>Experiential Learning:</i>		
As a contrast to the didactic learning approach used in lecturers, students will learn from their experience through participation and interaction in small group.		
<i>Process and Pattern of Human Communication:</i>		
To understand the elements of communication process and enhance sensitivity in observing and using verbal and non-verbal communication.		
<i>Value Clarification:</i>		
By drawing upon students' own life and work experiences, they can understand better their own value stances and personal feelings. In this way, students are likely to be in a better position to understand the persons with whom they are working.		
<i>Self-understanding:</i>		
To initiate a process of self-exploration by enabling students to reflect upon their life experience, to assess their own strengths and weaknesses, and to develop greater self-awareness.		
<i>Interpersonal Communication Skills:</i>		
To understand and acquire the basic skills of communication, including effective attending behaviour, listening and questioning techniques, encouragement, paraphrasing, reflection of feelings, summarization and appropriate use of self.		

Learning and Teaching Approach (*tasks and activities designed to achieve learning outcomes*):

1. Small group approach: This subject uses the small-group learning method in order to facilitate communication, students; participation and interaction. Each group will be round 20 students.
2. Experiential Learning: simulation exercises, role plays, discussion and mini-lectures will be used in teaching and learning.
3. Use of audio-visual facilities: This subject will be held in classrooms with audio-visual equipments so that students can review their own performance and that of their classmates after video-taping of role-play exercises.
4. Home Assignments: Apart from learning in class, there are also take home exercises for certain topics.

Assessment strategy (*assessment of student performance resulting from learning tasks*):

Students will be required to participate actively and demonstrate competence in interpersonal communication skills through case discussion and role play exercises. They will be expected to write an autobiography to reflect on their self-understanding, and make an in-depth self-reflection by writing an essay. Peer and self-assessment will be made at the end this subject. Continuous assessment is adopted in this subject:

Participation in experiential learning activities and	
Performance in role play exercises	50%
Reflective journal and essay questions	40%
Peer and self-assessment	<u>10%</u>
Total:	100%

Reading List:

Essential

Leung, Z., Ng, K., Ng., Y.M. et al. (2001) “認識自我與溝通技巧” 網上教材
<http://www.acad.polyu.edu.hk/~sswebct> 。香港理工大學應用社科系。

Supplementary

Brammer, L.M. (1999). *The Helping Relationship: Process and Skills*. Boston: Allyn & Bacon.

Burnard, P. (1992). *Know Yourself: Self Awareness Activities for Nurse*. London: Scutari Press.

Egan, G. (1998). *Exercises in helping skills: a manual to accompany the skilled helper*. Calif: Brooks/Cole.

Egan, G. (1985). *The Skilled Helper*. Calif: Brooks/Cole.

Hargie, O. (1997). *The Handbook of Communication Skills (2nd ed.)*. London: Routledge.

Ivey, A.E. (1994). *Intentional Interviewing and Counselling (3rd ed.)*. Calif: Brooks/Cole.

Lloyd, Sam R. (2002). *Developing Positive Assertiveness (3rd ed.)*. Menlo Park, CA: Crisp Publications.

Okun, B. (1992). *Effective Helping: Interviewing and Counselling Techniques (4th ed.)*. Calif: Brooks/Cole.

Palladino, C. (1994). *Developing Self-Esteem (Revised ed.)*. Menlo Park, CA: Crisp Publications.

Robbins, S.P. (1996). *Training in Interpersonal Skills: Tips for Managing People at Work (2nd ed.)* N.J. Prentice Hall.

胡新和、唐熱鳳譯 (1966) 。*溝通技巧*。香港：商務印書館。

黃惠惠著(1999) 。*自我與人際溝通*。台北：張老師出版社。

李燕、李浦群譯 (1998) 。*人際溝通*。台北：揚智文化。