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# Enhancing Student's Internal & External Skill Sets CUE Conference May 2, 2014



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# Transformation Focused Training

- Objectives and goals of Human Services Practice (course HSS104)- Les Gallo-Silver
- Scenarios & Simulation; and how they differ from traditional role play exercises- Les Gallo-Silver
- Reflection Free Write: linking classroom and one's personal life- Damien Pratt
- Experiential learning through videotaping- Michael Weiner
- Transformation through Self-Awareness in action: linking course to advisement- Stanley Bussey



# Human Services Practice HSS104 -Gallo

- This course focuses on the policies and procedures of human services practice.
- The legal and ethical responsibilities of the human services professional are addressed and explored.
- This is an experiential learning course that requires students to be videotaped as they practice describing and explaining specific policies and procedures in role play scenarios.
- Issues discussed include: Limitations of Confidentiality, Mandated Reporting of Child Abuse/Neglect, Reporting to Adult Protective Services, and Protection Strategies to Survivors of Intimate Partner Violence, Explaining the Need for Psychiatric Hospitalization, Exploring Suicidal Thinking, and Duty to Warn.



# Scenarios & Simulation - Gallo



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## Scenario:

Addressing Duty to Warn to a Woman Angry with her Former Boss

Ginny is a 34-year old woman recently fired from her job at a fast food restaurant. She is seeing you for vocational counseling so she can obtain another job as part of her “work-fare” program. She tells you that one day she will get even with her boss for firing her. She does not want to have a woman boss again. She has fantasies of mixing bleach with drain cleaner wondering if that could burn off her bosses face.

## Simulation:

Simulation describes a process where the patient is portrayed realistically using acting techniques. The student is the professional and must work to resolve the issue/situation using a previously taught skill set.



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## Duty to Warn - Gallo

“In 1976, in the landmark case of *Tarasoff v. The Regents of the University of California (1)*, the California Supreme Court imposed a legal duty on psychotherapists, enforceable by a civil suit for damages, to warn a person who may become a victim of a violent act by a patient.”

Herbert, PB & Young, KA (2002)  
*Tarasoff at Twenty-Five*  
*Journal of the American Academy of Psychiatry and the Law*;  
30:275–281

Human Services Workers/Social Workers are obligated to make protective interventions if someone is a danger to themselves or others.



# Reflection Free Write - Pratt

- Reflection links life experiences with course content
- Free Write asks students to discuss a life situation that relates to the lesson topic.
- In this case, students were asked to write about a situation where they had to or observed someone else interacting with a person that was enraged and threatening violence.
- Instructor comments on Free Write using an advisement approach that responds to the student's feeling state, residual reactions and thoughts. Issues of trauma and resilience are addressed. Students are offered to discuss information in the Free Write in an individual meeting with faculty/adviser.



# Videotaping - Weiner

**Students are evaluated using the following criteria**

- Addressing the policy issue directly or descriptively
- Appropriate facial expressions and non-verbal communication
- Modulating vocal tone and clarity
- Demonstrations of empathy using reflective techniques
- Use of open-ended questions that enable the interviewee to be descriptive and encouraged to provide detailed answers.
- Attempts to problem solve with the interviewee



# Transforming Growth - Bussey

## Self-Awareness & Personal Growth

- Linkages: My Life Experiences and Course Work
- Linkages: Using My Life Experiences Productively and Videotaping
- Linkages: My e-Portfolio and a Record of My Growth
- Linkages: MY Conscious Change and Advisement
- Linkages: The “Old” Me and the “New” Me



# Putting It All Together – Gallo & Bussey

- Many students enter the human services/social work fields because of their prior life experiences (internal)
- Using one's life experiences in a productive and helpful way requires the development of self-awareness (external)
- Videotaping enables self-observation that nurtures self-awareness (internal)
- The e-Portfolio documents personal and professional growth (external)
- Advisement involves students in a voluntary process of discussing their transformation making it more conscious (internal & external)

