

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: HSER 120		Number of Credits: 3 Course credit policy (105)													
Course Full Title: Interpersonal Communications for Human Services Course Short Title: Interpersonal Communications															
Faculty: Faculty of Education, Community, & Human Dev.		Department/School: School of Social Work & Human Services													
Calendar Description: Introduces students to effective interpersonal communications for human services. Topics include active listening, building rapport, conflict resolution, cultural humility, emotional intelligence, empathy, Indigenous cultural safety, personal and professional values, use of self, verbal and non-verbal communications, paraphrasing, questioning, and worldview.															
Prerequisites (or NONE):		One of the following: (C+ or better in English Studies 12, English First Peoples 12, or English 12), or evidence of any test score or course grade listed under the Degree/diploma-level English language proficiency standards in the UFV academic calendar at www.ufv.ca/calendar/current/General/EnglishProficiency.htm .													
Corequisites (if applicable, or NONE):		None.													
Pre/corequisites (if applicable, or NONE):		None.													
Antirequisite Courses <i>(Cannot be taken for additional credit.)</i> Former course code/number: Cross-listed with: Equivalent course(s): <i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>		Course Details Special Topics course: No <i>(If yes, the course will be offered under different letter designations representing different topics.)</i> Directed Study course: No <i>(See policy 207 for more information.)</i> Grading System: Letter grades Delivery Mode: Face-to-face only Expected frequency: Annually Maximum enrolment (for information only): 24													
Typical Structure of Instructional Hours <table border="1"> <tr> <td>Lecture/seminar</td> <td>30</td> </tr> <tr> <td>Tutorials/workshops</td> <td>15</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td>Total hours</td> <td>45</td> </tr> </table>		Lecture/seminar	30	Tutorials/workshops	15							Total hours	45	Prior Learning Assessment and Recognition (PLAR) PLAR is available for this course.	
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Scheduled Laboratory Hours Labs to be scheduled independent of lecture hours: No		Transfer Credit <i>(See bctransferguide.ca.)</i> Transfer credit already exists: Yes Submit outline for (re)articulation: No <i>(If yes, fill in transfer credit form.)</i>													
Department approval		Date of meeting: December 5, 2025													
Faculty Council approval		Date of meeting: April 12, 2026													
Undergraduate Education Committee (UEC) approval		Date of meeting: June 19, 2026													

Learning Outcomes *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Describe the influence of identity, power, privilege, oppression, and worldview on interpersonal communications.
2. Distinguish between personal values and professional duties and obligations.
3. Practice cultural humility and safety when engaging with Indigenous and ethno-cultural communities.
4. Recognize the importance of, and use of, verbal and non-verbal communication skills.
5. Articulate the difference between physical, social, practical, spiritual, and emotional use of self.
6. Identify different conflict styles and conflict resolution skills.
7. Demonstrate effective interpersonal communication skills, including active listening, engagement, rapport building, paraphrasing, summarizing, and use of questions.
8. Develop a balanced personal and professional wellness plan.

Recommended Evaluation Methods and Weighting *(Evaluation should align to learning outcomes.)*

Assignments:	50%	Quizzes/tests/midterm:	20%	%
Project:	30%		%	%

Details:

Assignments may include reflective papers. Project will be a demonstration of skills video.

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Instructional Methods *(Guest lecturers, presentations, online instruction, field trips, etc.)*

The course will be conducted in lecture/discussion style with experiential learning activities, demonstrations of skills, skills practice, role plays, videos, guest lectures, and group discussions.

Texts and Resource Materials *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

Type	Author or description	Title and publication/access details	Year
1. Textbook	Pierce, J., Harms, L., & Kyle, L.	<i>Working with people: Interviewing and assessment skills for human service and social work practice</i> (Canadian edition)	current
2. Other	School of Social Work & Human Services	<i>HSER 120: Interpersonal communications course pack</i>	current
3.			
4.			
5.			

Required Additional Supplies and Materials *(Software, hardware, tools, specialized clothing, etc.)***Course Content and Topics**

- Nature of interpersonal communication skills
- Influence of identity, power, privilege, oppression, and worldview on interpersonal communications
- Active listening skills, including physical and psychological attending
- Nonverbal communication, including body language and minimal encouragers
- Paraphrasing to understand and to empathize
- Effective responding styles
- Managing difficult conversations
- Establishing a good working relationship
- Effective use of self, including physical, social, practical, spiritual, and emotional
- Cultural humility and safety, including Indigenous ways of communication
- Effective use of questions
- Conflict styles and conflict resolution
- Personal and professional self-care