



MASTER COURSE OUTLINE

A. HSER 1120 Empathic Listening

B. COURSE DESCRIPTION:

This course focuses on enhancing communications skills by learning beginning counseling skills such as active listening, restating, paraphrasing, termination, and using empathy to understand unstated feelings. Students explore responsibilities of the client and helper relationship and assess the helper's role in effective communication. Students examine how these skills affect rapport and therapeutic interventions. Guided encounters, discussions, presentations, and assigned projects help the students develop their skills.
(3 Cr – 3 lect, 0 lab)

C. *Core Theme: Critical Thinking

D. RIVERLAND INSTITUTIONAL LEARNING OUTCOMES:

This course addresses the following Riverland Institutional Learning Outcome(s):

- ILO 1: critical thinking (*Core Theme Goal 2*)
- ILO 2: awareness of the larger global community (*Core Theme Goal 7 or 8*)
- ILO 3: ethical, engaged citizenship (*Core Theme Goal 9 or Goal 10*)
- ILO 4: communication and collaboration (*Discipline Goal 1 and by any learning outcome(s) involving communication or collaboration*)

E. MAJOR CONTENT AREAS:

1. Feeling logs
2. Listening exercises
3. Critiquing listening skills
4. Relationship analysis
5. Core counseling theories

F. GOAL TYPES, OBJECTIVES, AND OUTCOMES:

<u>GOAL</u>	<u>OBJECTIVES</u>	<u>OUTCOMES</u>
* <u>Critical Thinking</u>	Students will be able to recognize and articulate the value assumptions which underlie and affect decisions, interpretations, analyses, and evaluations made by ourselves and others.	The student will successfully <ol style="list-style-type: none"> 1. report feelings three times per day over a period of two weeks. Students provide an overall summary and analysis of the exercise.

<u>CS</u>	understand/demonstrate the writing and speaking processes through inventions, organization, drafting, revision, editing, and presentation.	1. participate and practice listening and responding skills in class, during assigned work, and role plays.
<u>CS</u>	demonstrate competencies with listening and responding skills through guided encounters, assigned interactions, and written analyses of encounters.	1. provide written evaluation of the in-class sessions and other assigned listening exercises. The instructor observes each student and provides feedback.
<u>CS</u>	recognize individual perspectives by confirming assumptions about thoughts and feelings made about the speaker/client.	1. initiate classroom exercises and written evaluations.
<u>CS</u>	understand core counseling theories and begin to understand connection between theory and practice.	1. prepare and participate in group presentation regarding one core counseling theory. 2. grade each other's performance. The instructor will observe presentation and provide feedback.

G. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact Accessibility Services at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

H. COURSE CODING INFORMATION:

Course Code A/Class Maximum 48; Letter Grade

Revision date: 12/10/10; 11/6/17; 01/18/23; 04/01/25

AASC Approval date: 11/21/17; 05/02/23; 05/13/25

*These five MnTC Goals have been identified as Riverland Community College Core Themes. Every course in the Riverland Community College curriculum shall meet outcomes from one of these themes.

**These five MnTC Goals have been identified as Riverland Community College Disciplines. Riverland's MnTC courses also shall meet outcomes from a Discipline Area.

NOTE: The Minnesota Transfer Curriculum "10 Goal Areas of Emphasis" are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.

*Riverland Community College Core Themes	MnTC Goal Number
Critical Thinking (CT)	2
Human Diversity (HD)	7A, 7B, 7A/B
Global Perspective (GP)	8
Ethical and Civic Responsibility (EC)	9
People and the Environment (PE)	10

**Riverland Community College Discipline Areas	MnTC Goal Number
Communication (CM)	1
Natural Sciences (NS)	3
Mathematics/Logical Reasoning (MA)	4
History and the Social & Behavioral Sciences (SS)	5
Humanities and Fine Arts (HU)	6

Riverland