City University of Hong Kong

Information on a Course
offered by Department of Applied Social Sciences
with effect from Semester B in 2014/2015

Part I

Course Title:	Counselling and Personal Development in the Workplace
Course Code:	SS5811
Course Duration:	One semester
No. of Credit Units:	3
Level:	P5
Medium of Instruction:	English, supplemented by Cantonese/Putonghua in live demonstration, skills rehearsal, and role-play exercises as situation requires.
Medium of Assessment:	English
Prerequisites:	Nil
Precursors:	Nil
Equivalent Courses:	Nil
Exclusive Courses:	Nil

Part II

1. Course Aims:

This course aims at equipping students with the knowledge of counselling and personal development in the workplace, addressing the changing work environment and issues of crisis, stress, personal growth and well-being at work, as well as interpersonal and organizational effectiveness. The conceptual knowledge and professional competencies for workplace provisions like counselling, coaching, mentoring and psychoeducation will be introduced and reviewed for counsellor and human resource developers.

2. **Course Intended Learning Outcomes (CILOs)**
Upon successful completion of this course, students should be able to:

No.	CILOs	Weighting
1.	Describe and analyse the changing work environment and the need for the provision of counselling and personal development services in workplace;	10%
2.	Critically analyse and apply theories of counselling and personal development in the work context to address issues like crisis management, work stress, personal growth, well-being, work-life balance, as well as interpersonal and organizational effectiveness;	40%
3.	Apply and evaluate counselling interventions in workplace for issues like crisis, psychological distress, intervention, stress management, well-being personal growth and work-life balance; and	30%
4.	Apply and differentiate skills in counselling, coaching, mentoring, psychoeducation, as well as other learning and assessment practices.	20%

3. **Teaching and learning Activities (TLAs)**
(Indicative of likely activities and tasks designed to facilitate students' achievement of the CILOs. Final details will be provided to students in their first week of attendance in this course)

CILO No.	TLA1	TLA2	TLA3	TLA4	TLA5	Hours / course
CILO 1	√		√	√	√	
CILO 2	√		√	√	√	
CILO 3	√	√		√	√	
CILO 4	√	√		√	√	

TLA1: Lectures and Reading Assignments

Cover the major topics of the course with explanation, clarification and discussion during the session.

TLA2: Role-play and Exercises

Role play and exercises will be conducted in class for the students to practice their skills in tackling workplace counselling and personal development issues. Debriefing and discussion will be made to bring forth the theoretical concepts.

TLA3: Presentation by Guest Speakers / Professional sharing of Counselling Services

Experienced workplace counsellor or service provider will be invited to introduce the state of art of the profession to the students. Professional sharing by practitioners of counselling and personal development, or representatives of service units of agency/department may also be arranged.

TLA4: Audio-visual materials and Online exchange

Audio-visual materials and video demonstration will be provided to engage students in more in-depth discussion of issues in workplace and the counselling/ personal development means in tackling them.

TLA5: Project Presentation

Students will work in groups to do their research and make project presentation.

4. Assessment Tasks/Activities

(Indicative of likely activities and tasks designed to assess how well the students achieve the CILOs. Final details will be provided to students in their first week of attendance in this course)

CILO No.	Type of Assessment Tasks/Activities	Weighting
CILO 1-4	AT1: Term Paper	50%
CILO 2-4	AT2: Group Presentation	30%
CILO 1-4	AT3: Participation and Reflection	20%

AT1: Term Paper

Students are to write an essay of about 2500 words to review and analyse critically how the counselling and personal perspective can be applied to tackle workplace issues with reference to relevant organization counselling intervention or case study in the local context.

AT2: Group Presentation

Students will form into groups to make enquiry into a topic/issue of interest in workplace counselling and personal development in the workplace and make their presentation before the whole class.

AT3: Participation and Reflective Assignments

Students' participation in class exercises, contribution to collaborative learning and quality of reflective assignments will be used for assessment.

5. Grading of Student Achievement:

Refer to Grading of Courses in the Academic Regulations for Taught Postgraduate Degrees.

Letter Grade	Grading criteria in relation to CILOs
A+ A A-	Strong evidence of critical analyses and application of theoretical approaches of workplace counselling and personal development ; Excellent ability demonstrated to apply and evaluate counselling and personal development interventions in workplace; Excellent ability to apply and differentiate skills of coaching, counselling, mentoring and other practices as applied in workplace context; Outstanding ability to understand the environment context for counselling services in the workplace and assess the impact of the services.

B+ B B-	Evidence of good analyses and application of theoretical approaches of workplace counselling and personal development ; Good ability to apply and evaluate counselling and personal development interventions in workplace; Good ability demonstrated to apply and differentiate skills of coaching, counselling, mentoring and other practices as applied in workplace context; Good ability to understand the environment context for counselling services in the workplace and assess the impact of the services.
C+ C C-	Evidence of sufficient analyses and application of theoretical approaches of workplace counselling and personal development ; Sufficient ability demonstrated to apply and evaluate counselling and personal development interventions in workplace; Adequate application and differentiation of skills of coaching, counselling, development and other practices as applied in workplace context; Adequate understanding of the environment context for counselling services in the workplace and assess the impact of the services.
D	Limited evidence of required analyses and application of theoretical approaches of workplace counselling and personal development ; Insufficient ability demonstrated to apply and evaluate counselling and personal development interventions in workplace; Limited application differentiation of skills of coaching, counselling, development and other practices as applied in workplace context; Insufficient understanding of the environment context for counselling services in the workplace and assess the impact of the services.
F	Failure to demonstrate the required analyses and application of theoretical approaches of workplace counselling and personal development ; Failure to demonstrate ability to apply and evaluate counselling and personal development interventions in workplace; Failure to apply and differentiate skills of coaching, counselling, development and other practices as applied in workplace context not demonstrated; Lack of evidence about the ability to understand the environment context for counselling services in the workplace and assess the impact of the services.

Part III

1. Keyword Syllabus:

Changing work context; workplace counselling; counselling and personal development; meaning of work; organizational stress; crisis management; work and well-being; work-life balance; cognitive-behavioural interventions; solution focused interventions; coaching; mentoring; psychoeducation; career development in organization; counselling interventions design, implementation and assessment; human resource development; organizational effectiveness; positive workplace

2. Recommended Reading:

Basic Reading

Carroll, M. (1996). *Workplace Counselling: A Systematic Approach to Employee Care.* London: Sage.

Carroll, M., & Walton, M. (Eds.). (1997). *Handbook of Counselling in Organizations*. London: SAGE Publication.

Coles, A. (2003). *Counselling in the Workplace*. Maidenhead: Open U Press.

DuBrin, A. J. (2005). *Coaching and Mentoring Skills*. Upper Saddle River, N.J.: Pearson/Prentice Hall.

Franklin, L. (2003). *An Introduction to Workplace Counselling: A Practitioner's Guide.* New York: Palgrave MacMillan.

McLeod, J. (2001). *Counselling in the Workplace: The Facts.* England: British Association for Counselling and Psychotherapy.

Woolfe, R., Dryden, W., & Strawbridge, S. (2003). *Handbook of Counselling Psychology* (2nd ed.). London: SAGE Publications.

Further Reading

Barsky, A. E. (2000). *Conflict Resolution for the Helping Professions.* Australia: Brooks/Cole.

Berridge, J., Cooper, C. L., & Highley-Marchington, C. (1997). *Employee Assistance Programmes and Workplace Counselling.* Chichester: John Wiley & Sons.

Carroll, M., & Tholstrup, M. (2001). *Integrative Approaches to Supervision.* London: Jessica Kingsley Publishers.

Clarke, S., & Cooper, C. L. (2004). *Managing the Risk of Workplace Stress: Health and Safety Hazards.* London: Routledge.

Clarkson, P. (1995). *Change in Organizations.* London: Whurr Publishers Ltd.

Cooper, C. L., & Dewe, P. (2004). *Stress: A Brief History.* Victoria: Blackwell Publishing Ltd.

Counselling & Psychotherapy Journal [Electronic resource]. Rugby, Warwickshire: British Association for Counselling & Psychotherapy.

Counselling Psychology Quarterly. [Electronic resource]. Abingdon, Oxfordshire, England: Carfax Pub. Co.,

Dolan, S. L. (2006). *Stress, Self-esteem, Health and Work*. New York: Palgrave Macmillan.

Egan, G. (2007). *The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping* (8th ed.). Pacific Grove, CA: Brooks/Cole.

Fox, B., Polkey, C., & Boatman, P. (2002). *Tolley's Managing Violence in the Workplace.* UK: Tolley Lexis Nexis.

Hillman, J. L. (2002). *Crisis Intervention and Trauma Counseling: New Approaches to Evidence-based Practice*. New York: Kluwer Academic/Plenum Publishers.

Ivey, A. E., & Ivey, M. B. (2003). *Intentional Interviewing and Counseling: Facilitating Client Development in a Multicultural Society* (5th ed.). Australia: Thomson Brooks/Cole.

Linden, W. (2005). *Stress Management: From Basic Science to Better Practice.* Thousand Oaks, Calif.: SAGE Publications.

Monat, A., Lazarus, R. S., & Reevy, G. (Eds.). (2007). *The Praeger Handbook on Stress and Coping*. Westport, Conn.: Praeger.

Oher, J. M. (1999). *The Employee Assistance Handbook*. New York: John Wiley.

Okun, B. F. (2002). *Effective Helping: Interviewing and Counselling Techniques* (6th ed.). Australia: Thomson Learning Brooks/Cole.

Roberts, A. R. (2005). *Crisis Intervention Handbook: Assessment, Treatment, and Research* (3rd ed.). Oxford: Oxford University Press.

Schabracq, M. et al. (2001). *Occupational Health Psychology: the Challenge of Workplace Stress.* Leicester: British Psychological Society.

Schultz, D., & Schultz, S. E. (2002). *Psychology and Work Today: An*

Introduction to Industrial and Organizational Psychology (8th ed.). New Jersey: Prentice Hall.