



Master Course Syllabus BEH 2030 - Applied Therapeutic Communication Skills

Purpose of Document

This document contains important information about this course's objectives. It may be helpful for you to retain a copy for your records, along with the class specific syllabus. This document will be especially helpful if you decide to later change your course of study.

Pikes Peak State College and the Colorado Department of Higher Education have determined that graduates should have a broad range of learning skills as well as discipline related skills. Both types of skills are detailed below.

Course Description

Provides effective communication techniques in behavioral health settings to forge meaningful connections with clients and provide support and guidance on their journey towards improved mental health and well-being. The course focuses on establishing rapport, demonstrating empathy, and facilitation of meaningful dialogues with clients across diverse populations, settings, and presenting concerns through experiential learning and self-reflection.

Credit Hours: 3

Contact Hours: 45 (Lecture)

Required Course Learning Outcomes

1. Define therapeutic communication and its significance in the behavioral health field.
2. Demonstrate active listening skills, including paraphrasing, summarizing, and clarifying, to enhance client engagement and understanding.
3. Develop empathetic responses to client emotions and experiences, fostering a supportive and non-judgmental therapeutic environment.
4. Apply various communication models and theories, such as Carl Rogers' person-centered approach and motivational interviewing, to therapeutic interactions.
5. Identify cultural, gender, and social factors that influence effective communication in a therapeutic context.
6. Demonstrate nonverbal communication techniques, including body language and facial expressions, to convey empathy and understanding.
7. Create open-ended questions and reflective statements to facilitate exploration of client thoughts, feelings, and behaviors.
8. Evaluate apprehension and ambivalence in clients by employing strategies for rapport building and authentic connection.
9. Identify ethical and legal considerations in therapeutic communication, including confidentiality and boundaries.
10. Evaluate personal communication styles and biases, working towards self-awareness and cultural competence.

Required Topical Outline

- I. Therapeutic communication introduction
 - A. Role
 - B. Trust
 - C. Rapport
 - D. Ethical considerations
- II. Active listening and empathy
 - A. Types
 - B. Attention
 - C. Feedback
 - D. Judgement deferred
 - E. Response
- III. Communication models and theories
 - A. Person-centered
 - B. Motivational interviewing
 - C. Cognitive-behavioral
- IV. Cultural competence
 - A. Factors
 - B. Considerations
 1. Gender
 2. Diversity
 - C. Barriers
- V. Nonverbal communication
 - A. Body language
 - B. Facial expressions
 - C. Gestures
 - D. Non-judgmental environment
- VI. Questioning and reflective techniques
 - A. Open-ended questions
 - B. Listening
 - C. Statements
 - D. Client narratives
- VII. Addressing apprehension and ambivalence
 - A. Rapport building
 - B. Authentic connection
- VIII. Ethics and boundaries
 - A. Confidentiality
 - B. Informed consent
 - C. Professional boundaries
 - D. Dual relationships
 - E. Dilemmas in communication
- IX. Self-awareness and personal growth
 - A. Communication styles
 - B. Biases
 - C. Prejudices
 - D. Cultural competence

Certification Information or similar information

This course is included in the following micro-credentials offered at Pikes Peak State College:

[Qualified Behavioral Health Assistant Certificate](#)

[Behavioral Health Assistant II Certificate](#)

[Patient Navigator](#)