

ARIZONA WESTERN COLLEGE  
SYLLABUS

BHS 101 Introduction to Behavioral Health & Communication Skills

Credit Hours: 2, Lec 2

PREREQUISITE:

COURSE DESCRIPTION

This course is designed to introduce the student to the behavioral health field, including effective communication skills. Topics include the behavioral health care system in Southern Arizona, customer service, ethics, boundaries, engagement, managing complex needs, court-ordered treatment and service plans, and effective communication skills and techniques.

1. COURSE GOAL

Introduce students to the behavioral health care field and provide an overview of foundational concepts, including but not limited to: Communication, Customer Service, Ethics, Professional Boundaries, Cultural Considerations, and Legal Guidelines.

2. OUTCOMES

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

1. Identify and describe major methods of communication and listening used in behavioral health services.
  2. Demonstrate an understanding of customer service, caring, and professionalism.
  3. Describe the importance of maintaining ethical and professional boundaries.
    1. Identify best practices for engagement with clients and families using person centered language.
  4. Demonstrate an understanding of the service planning process.
  5. Identify key components of the behavioral health system of Southern Arizona.
  6. Describe how to assess and manage complex needs.
    1. Recognize the importance of diversity, equity, inclusion and belonging in behavioral health care.
- 2.9 Identify court-ordered treatment and legal processes.

3. METHODS OF INSTRUCTION

- 3.1 Lecture
- 3.2 Multimedia (audio-visual) Presentation
  - 3.3 Class Discussion & activities
  - 3.4 Course Materials

#### 4. LEARNING ACTIVITIES

- 4.1 Class discussions
- 4.2 Assignments
- 4.3 Activities

#### 5. EVALUATION

- 5.1 Quizzes and Exams
- 5.2 Assignments
- 5.3 Activities

#### STUDENT RESPONSIBILITIES

- 6.1 Under AWC Policy, students are expected to attend every session of class in which they are enrolled.
- 6.2 Classroom Assignments: Students are responsible for missed work and for completing all work before the next class meeting. Students are responsible for participating in all oral drills and for taking all exams.
- 6.3 If a student is unable to attend the course or must drop the course for any reason, it will be the responsibility of the student to withdraw from the course. Students who are not attending as of the 45th day of the course may be withdrawn by the instructor. If the student does not withdraw from the course and fails to complete the requirements of the course, the student will receive a failing grade.
- 6.4 Americans with Disabilities Act Accommodations: Arizona Western College provides academic accommodations to students with disabilities through Accessibility Resource Services (ARS). ARS provides reasonable and appropriate accommodation to students who have documented disabilities. It is the responsibility of the student to make the ARS Coordinator aware of the need for accommodations in the classroom prior to the beginning of the semester. Students should follow up with their instructors once the semester begins. To make an appointment call the ARS front desk at (928) 344-7674 or ARS Coordinator at (928) 344-7629, in the College Community Center (3C) building, next to Advising.
- 6.5 Academic Integrity: Any student participating in acts of academic dishonesty including, but not limited to, copying the work of other students, using unauthorized “crib notes”, plagiarism, stealing tests, or forging an instructor’s signature—will be subject to the procedures and consequences outlined in AWC’s Student Code of Conduct.
- 6.6 Textbooks and materials: Students are required to bring notebook or loose-leaf book, pens, pencils, dictionaries, and purchase textbook required for class.
- 6.7 Arizona Western College students are expected to attend every class session in which they are enrolled. To comply with Federal Financial Aid regulations (34 CFR 668.21), Arizona Western College (AWC) has established an Attendance Verification process for "No Show" reporting during the first 10 days of each semester. Students who have enrolled but have never attended class may be issued a “No Show” (NS) grade by the professor or instructor and receive a final grade of “NS” on their official academic record. An NS grade may result in a student losing their federal financial aid.  
For online classes, *student attendance in an online class is defined as the following* (FSA Handbook, 2012, 5-90):

- Submitting an academic assignment
- Taking an exam, an interactive tutorial or computer-assisted instruction
- Attending a study group that is assigned by the school
- Participating in an online discussion about academic matters
- Initiating contact with a faculty member to ask a question about the academic subject studied in the course