

## Human Services

### AAS - Human Services

#### Competencies:

##### General Education Competencies:

Competencies will be met at the level appropriate to the credential.

##### General Education Competencies:

- I. Communicate Effectively
  1. Read and listen with comprehension.
  2. Speak and write clearly using standard English.
  3. Interact cooperatively with others using both verbal and non-verbal means.
  4. Demonstrate information processing through basic computer skills.
- II. Think Critically
  1. Make connections in learning across the disciplines and draw logical conclusions.
  2. Demonstrate problem solving through interpreting, analyzing, summarizing, and/or integrating a variety of materials.
  3. Use mathematics to organize, analyze, and synthesize data to solve a problem.
- III. Learn Independently
  1. Use appropriate search strategies and resources to find, evaluate, and use information.
  2. Make choices based upon awareness of ethics and differing perspectives/ideas.
  3. Apply learning in academic, personal, and public situations.
  4. Think creatively to develop new ideas, processes, or products.
- IV. Examine Relationships in Diverse and Complex Environments
  1. Recognize the relationship of the individual to human heritage and culture.
  2. Demonstrate an awareness of the relationship of the individual to the biological and physical environment.
  3. Develop an awareness of self as an individual member of a multicultural global community.

##### Technical Competencies/Learning Outcomes:

Upon completion of this program, the graduate can:

1. Demonstrate use of self in a helping relationship.
2. Demonstrate interviewing techniques:
  - a. listening
  - b. confronting
  - c. giving information
  - d. interpreting
  - e. negotiating
  - f. goal-setting
  - g. gathering information
3. Use a problem-solving approach to develop intervention strategies.
4. Demonstrate an understanding of group leadership dynamics.
5. Describe the origin and development of the social welfare system.
6. Identify human service agencies and organizations in the community.
7. Operate within the policies and regulations of the community agencies and organizations providing human services.
8. State the purpose of the helping and intervention process.
9. Identify psychosocial forces that influence behavior.
10. Identify and demonstrate ethical and professional standards.
11. Demonstrate technical report writing commensurate with agency standards.
12. Identify the behavioral characteristics of diverse groups in our society.