

a. unisa centre for applied psychology

who are we?

The Unisa (University of South Africa) Centre for Applied Psychology is housed within the Department of Psychology. While the Centre for Applied Psychology (“the Centre” or “UCAP”) is located in Pretoria, Gauteng, our focus is both national and international. UCAP offers unique services in which the discipline of Psychology is applied to real life contexts and packaged in ways that make these services highly relevant to a South Africa. Our mission is to *promote the application of psychological knowledge in the solution of human problems and in the development of human potential*. In 2008, the Centre celebrated its 10th anniversary.

what activities are we involved in?

While the aim of the Centre is achieved in a variety of ways, we primarily excel in:

- The development and presentation of short learning programmes in accordance with the expressed needs of clients, such as mental health workers, organisations, and communities; and
- The organising of conferences, seminars, and skills training workshops on themes and topics relevant to the needs of the Centre’s clients.

Other activities include:

- Rendering preventative and curative services to the community at both individual and group levels;
- Carrying out relevant research and development projects; and
- Disseminating information by means of publications.

what services do we offer?

Our services include: Education, training and development; psychotherapy and counselling; process facilitation; expert advice; mentoring and supervision; and also the continuing professional development (CPD) of service providers. The Centre specialises in the presentation of short courses and hosting of workshops which account for approximately 60% of the overall workload. The experiential and interdisciplinary approach of the majority of Centre activities, are in line with practice requirements. In almost all instances, including the short courses, the emphasis is on skills development within small groups (i.e. a maximum of 25 participants per workshop). Psychologists (including other psychology professionals and students), other professionals (in particular social workers, educators, nurses and human resource practitioners), criminal justice officials, lay counsellors, and increasing numbers of community workers and lay persons benefit by what the Centre has on offer.

As of September 2009, the Centre will be offering a direct service in HIV/Aids Care and Counselling, and Trauma Intervention and Management. Should you wish to offer your counselling / therapeutic services to the Centre or become part of our referral network, please inform us accordingly.

how can you contact us?

Unisa Centre for Applied Psychology
 PO Box 392 Unisa 0003 South Africa
 Or Theo van Wijk Building
 5th Floor Room 152
 Muckleneuk Campus
 Pretoria
 South Africa
 E-mail: ucap@unisa.ac.za
 Web: www.unisa.ac.za/ucap
 Phone: +27(0)12 429 8544
 Fax: +27(0)12 429 6853
 Office hours: 08:00 – 16:00 weekdays only

b. enrolling for short courses and/ or workshops

please note:

- Payment may be made by electronic transfer; cheque; postal order; credit card; or bank deposit.
- Cheques and postal orders made payable to Unisa.
- Credit Card payments are restricted to “Visa” and “Mastercard”. Fax credit card details to the Centre Manager on fax number +27(0)12 429-6853.
- Cash/cheque/postal order payments to be deposited into the Unisa bank account - ABSA Sunnyside Branch Pretoria Account # 010 000 114 / branch code 323745.
- Kindly specify the allocation number 3066X/11665 in the reference block on the bank deposit slip (right hand side at bottom of slip).
- Remember to specify the code of the short course/workshop(s) on all deposit slips.
- Fax details of your payment (e.g. a copy of your deposit slip), with a completed registration form and a clear copy of your identification document to: The Centre Manager on fax number +27(0)12 429-6853.
- Registration forms without payment and a copy of your identity document will not be accepted.
- Incomplete registration forms will not be processed.
- Ensure you pay the correct amount. Over-payments will not be refunded.
- An administrative fee of R350 is payable for any alterations to bookings.
- Students from foreign countries have to pay an additional R350 for courier postage. Please provide us with a physical address.
- Should you wish to cancel, a 50% refund of the registration fee shall be made on receipt of a written application to this effect, however, no cancellations will be accepted 10 working days or less before the commencement of the course/workshop.
- If, for any reason, you fail to complete a short course within the time period prescribed, you may re-register for the short course at a fee of 50% of the current price. If there is new study material you will need to pay for these in addition to the 50%.
- The Centre reserves the right to cancel or reschedule a workshop up to 7 working days in advance in the event of insufficient enrolment. In this case, the participant will be refunded in full. Kindly confirm with the Centre before you make final payments for travel or accommodation.
- Accommodation and travel arrangements are participants' own responsibility and for their own account.
- No student rates are on offer.
- Where applicable, workshop fees include refreshments, lunch and course material.

- Lunch served during workshops comprises of the “meal of the day” on the Unisa restaurant menu for the day. Limited provision can be made for vegetarian meals. (We are unfortunately unable to provide for any special dietary requirements.) (Additional dietary option is available from the cafeteria at your own cost.)
- Workshops will be conducted in English only.
- Workshops commence at advertised times (for registration, please arrive 30 minutes earlier).
- We are an accredited service provider and all courses and workshop are accredited for CPD points with the SACSSP. Please note, however, full attendance is a prerequisite for social workers who wish to be awarded CPD points, and it is their responsibility to ensure the Centre receives their professional registration number.
- Due to the practical, experiential nature of the workshops, only a limited number of learners (i.e. 14 – 25) can be accommodated per workshop on a first come, first served basis.

c. methods of payment

note:

Please fax the details of your payment (e.g. a copy of your deposit slip) with a completed registration form to: The Centre Manager on fax number +27(0)12 429-6853/ 3414. Your registration cannot be processed without proof of payment.

Payment can be made as follows:

Cheque
Credit card
Deposit into Unisa bank account
Electronic transfer
Postal order

deposit:

Cash/cheque/postal order payments can be deposited into the Unisa bank account:
ABSA, Sunnyside Branch, Pretoria
Account number 010 000 114 / branch code 323745. International swift code: ABSA ZA JJ
Kindly specify the allocation number 3066X/11665 in the reference block on the bank deposit slip (right hand side at bottom of slip).

Please fax details of deposit slip as well as completed registration form to: The Centre Manager, Centre for Applied Psychology on fax number +27(0)12 429-6853/3414

cheque or postal order:

Cheques and postal orders must be made payable to Unisa, and handed in or posted together with the completed registration form(s) to the Unisa Centre for Applied Psychology (for attention: The Centre Manager), Unisa Muckleneuk Campus, PO Box 392, Unisa, 0003

electronic transfer:

Fax/post proof of payment together with completed registration form to Unisa Centre for Applied Psychology (for attention: The Centre Manager), Unisa Muckleneuk Campus, PO Box 392, Unisa, 0003
Fax number (+27-012) 429-6853/3414

credit card:

Credit cards are restricted to "Visa" and "Mastercard". Provide the following credit card details to the Unisa Centre for Applied Psychology as indicated on the registration form:

- Name of card holder
- Name of card
- Card number in full
- CV number (last 3 digits on back of card)
- Expiry date
- Amount due
- Terms (straight/budget)

accommodation and travel

When attending workshops, participants should make their own travel and accommodation arrangements and for their own account. A list of guest houses and hotels is available from the Centre on request.

developing and applying interpersonal skills (course code: 75787) (module code: DAIS01B)

section a

Six months distance learning towards developing and applying interpersonal skills

section b

Two-day practical workshop on interpersonal skills

facilitators

Dr Maria Papaikonomou (course leader)

Mr Riel de Kock

context

The South African society has been characterised over the past number of decades by a forced separation based on perceived differences. This emphasis on differences coupled with poor interpersonal relationships that developed along these lines is partly responsible for the present disharmony that we have within our society. As proof of this one has to watch the news and note the amount of conflict and strife within our society. There are more subtle forms of strife such as strikes, conflict within government departments, sporting bodies, the abuse of women and children, domestic violence, etc. It is glaringly obvious that our society has a need for better interpersonal skills and relationships.

A wise person once said that education does a great job of teaching people how to write, read, spell and count, but it fails miserably in teaching individuals how to be human beings. The purpose of this short course is to get along better with people. This course is about the genuine day to day heartfelt interactions between people. It is also about when things go wrong - for example, where conflict and aggression lead to unnecessary violence and injury. This course is amongst others, about practising ways of resolving conflict and maintaining healthy relationships.

Interacting with others is a dynamic process. Interaction between people is constantly shifting and changing in the way they respond and react to each other. Sometimes communication will be clear. Other times misunderstandings may occur. Sometimes there will be clear common goals and needs; other times goals and needs will be in conflict. Any behaviour, whether verbal or non-verbal, will affect the relationship to some degree. Everything the one party does will affect the perceptions and feelings of the other person and the relationship. Managing the dynamics of relationships is often difficult. It is not always easy to initiate, develop, and maintain positive relationships. It takes hard work and considerable skill. Major difficulties include: (a) the complex and constantly changing nature of relationships, (b) the slowness with which positive feelings and impressions are built, and (c) the fragility of relationships. These three factors and many more point to the difficulty in developing friendships.

“From the standpoint of everyday life ... there is one thing you do know; that man is here for the sake of other men – above all, for those upon whose smile and well-being your own happiness depends, and also for the countless unknown souls with whose fate you are connected by a bond of sympathy. Many times a day I realise how much my own outer and inner life is built upon the labours of my fellow men, both living and dead, and how earnestly I must exert myself in order to give in return as much as I have received”.

Albert Einstein

objectives of the short course

This short course will be useful to people who would like to equip themselves with personal attitudes, knowledge and skills to understand and manage themselves better.

The course offers participants the opportunity to:

- understand other people and build more meaningful interpersonal relations in diverse cultural contexts
- enrich their own lives and also enhance and enrich all those that they come into contact with
- achieve an enhanced quality of life with improved self-management and healthier relationships and therefore be equipped to address issues of diversity and conflict in their own lives and in the lives of those they interact with.

who will benefit from this course

The short course is open to any interested individual, professional, student and mental health professional who seeks personal enrichment and an enhanced quality of life by way of a study of the principles of meaningful interpersonal relationships.

admission requirements

A senior certificate or equivalent qualification is a prerequisite for admission. Participants must demonstrate proficiencies in the following:

- ability to learn from predominantly written material
- ability to present and communicate information and opinions in well-structured arguments without support
- taking responsibility for their own progress, and
- a willingness to take part in experiential learning of a personal nature.

curriculum

The prescribed book for the short course is: Johnson, D.W. (2006). *Reaching out: Interpersonal effectiveness and self-actualization* (9th edition). Boston: Allyn and Bacon. The prescribed book (as well as a tutorial letter and a study guide) will be provided to students who enrol for the course. Any additional course material will be provided on the first day of the workshop.

The course consists of two sections:

Section A: Distance learning

Section B: 2-Day practical workshop on interpersonal skills (non-compulsory, but strongly recommended).

Syllabus for Section A (Distance Learning)

Part 1: Introduction to Interpersonal Skills, Experiential Learning and Diverse Contexts

- Learning new interpersonal skills and habits
- Principles of experiential learning
- The diversity mind-set
- The nature of empowerment.

Part 2: Who am I, Who are You?

- Self-disclosure and self-awareness
- Barriers to sharing.

Part 3: Interacting with Others

- Developing and maintaining interpersonal trust

- Increasing your communication skills
- Expressing your feelings more effectively
- Helpful listening and responding.

Part 4: Barriers to Good Interpersonal Relations

- Managing anxiety, fear, shyness and self-blame.

Part 5: Dealing with Conflict, Assertiveness

- Identify your own habitual conflict style
- Modify your conflict style appropriately to the situation and person you are dealing with
- Negotiate effectively to solve the problem
- Develop an attitude of cultural relativism.

Part 6: Working towards Meaningful Interpersonal Relations

- Developing high levels of emotional intelligence to sustain harmonious interpersonal relationships.

evaluation and examination

Participants will be assessed by means of assignments that have to be submitted that will be marked. Participants must obtain a minimum of 50% for the assignments to pass.

registration and course dates

This is a six month course offered twice a year. Participants may decide whether they want to do the course the first semester that is from January until June or the second semester that is from July until December. Closing dates for registration is *28 February* for the first semester and *31 July* for the second semester.

workshop

dates: 21 – 22 May 2009 (1st Semester)
22– 23 October 2009 (2nd Semester)
time: 08:30 to 16:00
venue: Theo van Wijk Building, 5th Floor Room 166, UNISA Muckleneuk Campus.
cpd points: SACSSP: 30 points after completion of distance learning and workshop

Successful candidates will be awarded with a Unisa Certificate in Interpersonal Skills. The certificate testifies to the fact that the certificate holder is schooled in the basic principles of developing and applying interpersonal skills.

fees

- Fees are payable in full on registration for the course.
- The course fee per person is R3 500 for the distance learning section.
- The fee for the workshop is R2 800 per person payable on registration for the workshop.