Eunice,

This is not an essay-

Follow the worksheet directions, read the scenarios, and type your responses on the worksheet. – Will upload worksheet separately.

HUS 3321 Module 3 Readings and Videos (Module Information)

1. Textbook: Summers, N. (2015). *Fundamentals of case management practice - Skills for the human services*, (5th ed.). Cengage: Belmont California. ISBN: 9781305525375

- Read Chapter 7: Identifying Good Responses and Poor Responses
- Read Chapter 8: Listening and Responding
- Read Chapter 9: Asking Questions
2. Read the following articles: [Learn About Active Listening Skills With Examples](https://www.thebalancecareers.com/active-listening-skills-with-examples-2059684) discusses active listening strategies.
3. View the following video which is a good example of active listening that carefully and cautiously obtains information about the client's situation and feelings:

[Case Study Clinical Example CBT](https://www.youtube.com/watch?v=7LD8iC4NqXM) (13:54)
4. View the following video about enhancing communication between health care professionals and seniors and their families:

[Case Management Real Stories 1](https://www.youtube.com/watch?time_continue=4&v=usRaPNhj4io) (6:01)

[**Module 3: Strengths-Based Approach to Listening and Asking Questions**](https://mycourses.spcollege.edu/d2l/le/content/288296/viewContent/12251812/View)

**Strengths-Based Approach to Listening and Asking Questions**

This assignment will provide you with more opportunities to practice your communication skills. Once you have completed the assigned module readings, download and save the [A Strengths-Based Approach to Case Management Worksheet](https://mycourses.spcollege.edu/d2l/common/dialogs/quickLink/quickLink.d2l?ou=288296&type=coursefile&fileId=Module+03%2fA+Strengths-Based+Approach+to+Case+Management+Worksheet.docx) to your computer. Follow the worksheet directions, read the scenarios, and type your responses on the worksheet.