RICHMONT
GRADUATE UNIVERSITY.

E-IQ
Empathic Intelligence: Developing a Program of Excellence
in Counselor Education and Supervision

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Over a two-year period, trustees, administrators, faculty, staff, students, and others within the Richmont community explored programs consistent with the University's mission that would enhance student learning. After thorough research and consultation through a broad-based process of identifying key issues emerging through institutional assessment, Richmont determined the focus of the QEP: accurate empathy skills and enhanced self-awareness within the context of the counseling relationship.

The principle goal of the QEP is that Richmont students will demonstrate empathic responding essential to meaningful counseling process. The development of this skill set will be build around three student-learning objectives:
1) Enhanced self-awareness,
2) Demonstrated empathy skills, and
3) Demonstration of continued refinement of empathy skills throughout the training program.

One of the primary ways in which empathy skills can be assessed and increased is through the use of video observational supervision. To assist with the process, Richmont will be implementing the use of digital video recording using Landro Play Analyzer. This software will allow students to record therapy sessions, view and code them, and review them with their supervisors who will be able to micro-analyze excerpts of the digital recordings with the students. This capability will afford the students an exceptional opportunity for precise supervisor feedback based on actual observation.   It will also provide opportunity for increased student understanding of their own verbal and non-verbal behaviors and their effects on the client.

Student learning will be assessed using several measures: pre-test and post-test differences in empathic responding of the pre-QEP class of 2009 compared to the Post-QEP class of 2012, qualitative formative and summative assessment in the form of self-awareness papers, formative and comprehensive digital outcome portfolios, self-awareness Landro supervision clips, pre- and post-QEP data comparisons related to the types and quality of counseling supervision as well as the overall learning environment, the report of an external consultant/evaluator, and the transformative assessment process.