

COURSE SYLLABUS



COURSE TITLE: HCA 130 Interpersonal Communications

CLASS SECTION: X24F2

TERM: Fall F2024

COURSE CREDITS: 3 (50 hours)

DELIVERY METHOD(S): Synchronous, on campus

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

Learn more about Camosun's [Territorial Acknowledgement](#).

INSTRUCTOR DETAILS

NAME: Heather Frame

EMAIL: FrameH@camosun.ca

OFFICE: CHW 317

HOURS: As posted or D2L or email for appointment

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

This course focuses on the development of self-awareness, increased understanding of others, and development of effective interpersonal communication skills that can be used in a variety of caregiving contexts. Students will be encouraged to become more aware of the impact of their own communication choices and patterns. They will have opportunities to develop and use communication techniques that demonstrate personal awareness, respect, and active listening skills.

50 hours

PREREQUISITE(S): None

CO-REQUISITE(S): None

EQUIVALENCIES: None

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

1. Identify the characteristics and qualities of effective interpersonal communications:
 - 1.1 Discuss the basic elements of any interpersonal communication processes — sender, receiver, message, feedback.
 - 1.2 Describe common barriers to communication.
 - 1.3 Describe the characteristics of effective communication.
 - 1.4 Discuss characteristics of culturally sensitive communication.
 - 1.5 Differentiate between caring and non-caring communications in a variety of job-related situations.

2. Discuss the interrelationship between self-awareness, self-esteem, and perception as these relate to communication choices and patterns:
 - 2.1 Discuss the interrelationship between self-concept, self-esteem, and interpersonal communications.
 - 2.2 Describe how perception influences one's reality and experience of situations.

3. Demonstrate effective, caring interpersonal communications with clients, colleagues, and others:
 - 3.1 Use effective non-verbal communication, including non-verbal listening skills.
 - 3.2 Describe the characteristics of effective use of touch.
 - 3.3 Display an ability to be attuned to the non-verbal communications of clients and others.
 - 3.4 Use open-ended questions.
 - 3.5 Use active listening responses including paraphrasing and perception checking.
 - 3.6 Display an ability to listen and respond empathically.
 - 3.7 Use listening and responding skills to defuse anger and conflict.
 - 3.8 Use assertive communications appropriately.
 - 3.9 Determine when a situation is unsafe, and when it is important to leave.

4. Apply self-reflection and self-appraisal processes in order to increase own effectiveness in interpersonal contexts:
 - 4.1 Reflect on how one's personal beliefs and values influence perceptions, self-concept, and behaviours.
 - 4.2 Use self-reflection to determine one's choices and patterns of communication.
 - 4.3 Reflect on interpersonal interactions in order to increase own effectiveness.
 - 4.4 Invite feedback and suggestions from others in order to increase own effectiveness

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

Sorrentino’s Canadian Textbook for the Support Worker, Fifth Edition (2022) by Sorrentino, Remmert & Wilk. Elsevier.

Integrating a Palliative Approach: Essentials for the Personal Support Worker, Second Edition (2020) by Murray. Life & Death Matters.

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

All classes are 2.5 hours, please follow schedule posted on D2L

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Week 2	Unit 1: The Communication Process	1 class
Week 3	Unit 2: Caring & Support	1 class
Week 4	Unit 3: Non-verbal Communication	1 class
Week 5	Unit 4: Electronic Communication	1 class
Week 6	Unit 5: Perception	1 class
Week 7 & 8	Unit 6: Feedback	1.5 classes
Week 9	Unit 7: Active Listening	1 class
Week 10	Unit 8: Clarification/Questioning	1 class
Week 11	Unit 9: Paraphrasing	1 class
Week 14	Units 10 & 11: Emotions & Empathy	1 class
Week 15	Unit 11: Empathy	1 class
Week 16 & 17	Unit 12: Self Disclosure & Boundaries	1.5 classes
Week 18	Unit 13: Communication Styles	1 class
Week 19 & 21	Unit 14: Conflict Resolution	2 classes
Week 21	Unit 15: Diversity and Communication Needs	1 class
Week 22	Unit 16: Integration & Skills Review	1 class
Week 21	Final Exam	

Course Content

Introduction to Interpersonal Communications

- Elements of interpersonal communication processes — sender, receiver, message, feedback.
- Barriers to communication.
- Characteristics of effective communication: open, supportive, positive, understanding.
- Importance of common courtesies.
- Warmth, respect, empathy.
- Appropriate use of humour.
- Appreciating diversity of backgrounds.
- Culturally sensitive communication.
- Communicating with people who speak a different language from yours.
- What a caring response looks like.
- Differentiating between caring and non-caring communications in a variety of job-related situations.
- Recognize how different health care settings or health concerns may impact communication with the client (e.g., complex care, community care, or acute care settings).

Knowledge of Self

- Interrelationship between self-concept, self-esteem, and interpersonal communications.
- Recognizing how perception influences one's reality and experience of situations.
- Societal, cultural, and experiential influences on perceptions and self-concept.
- Using self-reflection to determine one's choices and patterns of communication.

Non-Verbal Communication

- Gestures, postures, facial expressions.
- Use of space.
- Use of objects.
- Positioning of self in relation to the other person.
- Tone and volume of speech.
- Non-language sounds.
- Personal choices and what these communicate.
- Appropriate and caring use of touch.
- Reflecting on one's own non-verbal communications.
- Being attuned to the non-verbal communications of clients and others.

Responding to Others

- Non-verbal listening skills.
- Using open-ended questions.
- Using paraphrasing and perception checking.

- Listening and responding empathically.
- Respond non-defensively to feedback, even when provided in a critical or confrontational manner.

Conflict Management and Resolution

- Value of conflict in interpersonal relations.
- Conflict management strategies.
- Applying skills (e.g., listening and responding skills) to defuse anger and conflict.
- Assertive communications: assertive vs. aggressive responses.
- How and when to say “no.”
- Factors that signal it’s time to remove self from a situation.

Electronic Communication

- Appropriate email communication, online etiquette (netiquette).
- Appropriate use of mobile devices in the workplace.

Province of British Columbia. (2023). Health care assistant program provincial curriculum 2023. BCcampus.
<https://opentextbx.ca/hcacurriculum/>

- Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines can be reviewed on the [CAL exams page](#).

<https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams>

Written Assignments:

Assignments are due before 2400 hours (midnight) on the assigned day unless otherwise specified. Assignments about patients, residents, or clients must be completed using the individual's initials only. Unless otherwise specified. Students requiring an extension for the due date of an assignment must negotiate with the instructor, at least 48 hours before the due date. Assignments submitted late without an approved extension will result in a 5% deduction in mark for each day late. Assignments submitted more than 3 days late may not be accepted. All assignments must be submitted to be successful in HCA 130.

SCHOOL OR DEPARTMENTAL INFORMATION

Students are required to read and are accountable for following College policies and guidelines as described in the School of Health and Human Services and/or Program Student Handbooks.

School of Health and Human Services Handbook: <https://camosun.ca/hhs-handbook>

Program Handbook: <https://camosun.ca/hca-handbook>

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

Support Service	Website
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>
Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun’s Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student with a documented disability and think you may need accommodations, you are strongly encouraged to contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines: <https://camosun.ca/cal>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students’ academic progress and what steps can be taken if a student is at risk of not meeting the College’s academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal (see [policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that

course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.