



Course Syllabus

Course title: Interpersonal Communications

Class section: HCA - 130 - X25W1

Term: 2025W

Course credits: 3

Total hours: 50

Delivery method: In-Person

Territorial Acknowledgement

Camosun College respectfully acknowledges that our campuses are situated on the territories of the Łək̓ʷəŋən (Songhees and Kosapsun) and W̓sáNEĆ peoples. We honour their knowledge and welcome to all students who seek education here.

Instructor Details

Name: Chelsea Langlois

Email: LangloisC@camosun.ca

Instructor Statement

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.

Instructor Office Hours

Office:

Hours:

CHW 317

By Appointment

Course Description

Course 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.

Course Learning Outcomes / Objectives

Upon successful completion of this course/program, the learner will be able to

1. Identify the characteristics and qualities of effective interpersonal communications
2. Discuss the interrelationship between self-awareness, self-esteem, and perception as these relate to communication choices and patterns
3. Demonstrate effective, caring interpersonal communications with clients, colleagues, and others
4. Apply self-reflection and self-appraisal processes in order to increase own effectiveness in interpersonal contexts

Course Materials - Required

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

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

Course Delivery Hours

ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture			
		TOTAL HOURS:	50

Course Schedule, Topics, and Associated Preparation / Activity

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

Week or Date Range	Activity or Topic	Other Notes
Wk 1	Unit 1: The Communication Process	
Wk 2	Unit 2: Caring & Support	
Wk 3	Unit 3: Non-verbal and Electronic Communication	
Wk 4	Unit 4: Perception	
Wk 7 & 8	Unit 5: Feedback	2 classes
Wk 9	Unit 6: Active Listening	
Wk 10	Unit 7: Clarification/Questioning	
Wk 11	Unit 8: Paraphrasing	
Wk 14 & 15	Unit 9: Empathy	2 classes
Wk 15	Unit 10: Expression of Feelings	
Wk 16	Unit 11: Self Disclosure & Boundaries	
Wk 18	Unit 12: Communication Styles	
Wk 19	Unit 13: Conflict Resolution	
Wk 19	Unit 14: Older Adults with Special Needs	
Wk 20	Unit 15: Integration & Skills Review	
Wk 21	Final Exam	

Evaluation of Learning: Weighted

DESCRIPTION	WEIGHTING
Exam 1	20%
Exam 2	20%
Final Exam	25%
Assignment 1: Perception Check	5%
Assignment 2: Giving Feedback	5%
Assignment 3: Paraphrasing	5%
Assignment 4: Empathetic Responding	5%
Assignment 5: Assertive Communication	5%
Assignment 6: Self Disclosure	5%
Assignment 7: Skills & Integration	5%
TOTAL:	100%

NOTE: Students must achieve a minimum of 70% ("B-") in all academic courses to graduate from the program.

Grade Reviews and Appeals

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the **Grade Review and Appeals policy** for more information.

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

The Centre for Accessible Learning (CAL) is part of Camosun's Student Affairs unit. CAL coordinates academic accommodations and provides related programs and services to students with documented disabilities.

Students who require academic accommodations are expected to request and arrange accommodations through CAL in a timely fashion. While we understand that not all accommodation needs are known to students at the beginning of a course, accommodations cannot be provided unless the proper process is followed through CAL and an accommodation letter has been released to the instructor. Students are responsible for providing CAL with the proper documentation prior to the beginning of a course.

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 notice is required.

Deadlines can be reviewed on the CAL exams page

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

[exams](#)

Please consult the CAL webpage for more information:

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

Artificial Intelligence: A Guide for Students

Generative Artificial Intelligence (GenAI) is an evolving technology that brings potential benefits but also substantial risks. While GenAI tools have the ability to transform how we work and learn, it is essential for the college community to adapt to these changes in a thoughtful and secure way.

When using GenAI tools, students should ensure proper citation and attribution guidelines are followed. This includes acknowledging AI assistance in reports, presentations, or any external communications. Clear citation helps build trust, ensures ethical use, and reduces the risk of misinformation or copyright issues.

For citation support visit the college's citation style guide.

<https://camosun.libguides.com/cite>

Artificial Intelligence: A Guide for Students

Visit the following website to learn about AI use in academic settings.

<https://camosun.libguides.com/artificialintelligence/home>

Course Guidelines & Expectations

Test and Examination Procedures

There are policies regarding written tests and examination procedures including late arrivals and missed tests. Please see the **Health and Human Services Student Manual (Section 5.4)** for Test and Examination Procedures: <https://legacy.camosun.ca/learn/school/health-human-services/student-info/index.html>

Written Assignments

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 without prior approval by instructor.

School or Departmental Information

Students are required to read and are accountable for the College policies (outlined below) and practicum guidelines as described in the School of Health and Human Services (HHS) and

program handbooks.

[HCA Program Handbook](#)

Clinical and Practice Placements in HHS

<https://camosun.ca/programs-courses/school-health-and-human-services/hhs-programs/practicums>

School of Health and Human Services (HHS)

<https://camosun.ca/programs-courses/school-health-and-human-services/information-health-and-human-services-students-1#top>

HHS Program Handbooks

<https://camosun.ca/programs-courses/school-health-and-human-services/information-health-and-human-services-students-1#program>

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.

College Policies

Academic Integrity

Students are expected to follow the college's [Academic Integrity policy](#), and be honest and ethical in all aspects of their studies. To help you understand these responsibilities review the online [Academic Integrity guide](#).

The college's [Academic Integrity policy and supporting documents](#) detail the process for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

If you have a documented disability and need accommodations contact the Centre for Accessible Learning (CAL). CAL will arrange the appropriate academic accommodations so you can participate in all academic activities. Visit the [CAL website](#) for more information

Academic Progress

The [Academic Progress policy](#) details how the college monitors students' academic progress and what steps are taken if a student is at risk of not meeting the college's academic progress standards.

Acceptable Technology Use

The [Acceptable Technology Use](#) policy outlines how students are expected to use college technology resources, this includes using your own devices on the college's network. The use of the college resources in a way that violates a person's right to study in an environment free of discrimination, harassment or sexual violation is prohibited.

Course Withdrawals Policy

For details about course withdrawal see the [Course Withdrawals policy](#). Be aware of the [deadlines for fees, course drop dates, and tuition refunds](#).

Grading Policy

To learn more about grading see the [Grading Policy](#).

Grade Review and Appeals

The process to request a review of grades is outlined in the [Grade Review and Appeals policy](#).

Medical / Compassionate Withdrawals

If you have experienced a serious health or personal issue, you may be eligible for a [medical/compassionate withdrawal](#). The [Medical / Compassionate Withdrawal Request form](#) outlines what is required.

Sexual Violence

If you have experienced sexual violence on or off campus, you can get support from the Office of Student Support. The Office of Student Support is a safe and private place to talk about what supports are available and your options for next steps. Visit the [sexual violence support and education site](#) to learn more or email oss@camosun.ca or phone: 250-370-3046 or 250-370-3841.

Student Misconduct (Non-Academic)

Camosun expects students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Review the [Student Misconduct Policy](#) to understand the college's expectations of conduct.

Looking for other policies? See [Camosun College Policies and Directives](#)

Services and Supports

Services are free and available to all students.

Academic Supports	Enrollment Supports
Centre for Accessible Learning	Academic Advising
English, Math and Science Help Centres	Financial Aid and Awards
Library	Registration
Writing Centre & Learning Skills	Tuition and Fees
Health and Wellness	Applied learning
Counseling	Co-operative Education and Career Services
Fitness and Recreation	Makerspace
Office of Student Support	

The [Centre for Indigenous Education Centre and Community Connections](#) provides cultural and academic supports for Indigenous students.

[Camosun International](#) provides supports to international students.

[The Ombudsperson](#) provides an impartial, independent service to ensure students are treated fairly. The service is a safe place for students to voice and clarify concerns and complaints.

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

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 the course content or schedule. When changes are necessary the instructor will give clear and timely notice.