

AHLT 104 Professional Communication
Fall 2019

COURSE OUTLINE

The course description is available on the web:
<http://camosun.ca/learn/calendar/current/web/ahlt.html#ahlt104>

Ω Please note: This outline will not be kept indefinitely. Students are recommended to keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

1. Instructor Information

- (a) **Instructor** Alex Purdy
(b) **Office hours** Wednesdays 1630-1720
(c) **Location** Room 317 Desk #99
(d) **Phone** 250-370-3000 ext. 4764 **Alternative:** [Click or tap here to enter text.](#)
(e) **E-mail** purdya@camosun.ca
(f) **Website** [Click or tap here to enter text.](#)

2. Intended Learning Outcomes

Upon successful completion of this course a student will be able to:

- a) communicate professionally and in a culturally appropriate way with members of the public and health care team within the their role and scope.
- b) respond professionally to human diversity and varied health conditions within the clinical environment.
- c) discuss the necessity for allied health professionals to respond in a culturally safe manner, respecting and acknowledging the diverse personal histories of First Nations, Inuit and Métis peoples.
- d) demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

3. Required Materials

Required Textbook:

Hosley, J. & Molle, E. (2006). A Practical Guide to Therapeutic Communication for Health Professionals, 1st ed. St. Louis, MO: Elsevier

Optional Textbook:

4. Course Content and Schedule

AHLT 104 is an interactive course that uses a variety of teaching and learning modes: presentation of information by instructor, discussion, group process, self-reflective learning, self-directed study and audio-visual.

The following schedule is tentative and subject to change if deemed necessary by the instructor.

Week	Topic
1	<ul style="list-style-type: none"> • Introduction to Course • Learning Styles
2	<ul style="list-style-type: none"> • Empathy • Relational messages • Interpersonal Communication Skills • Active Listening Skills
3	<ul style="list-style-type: none"> • Communication Competencies
4	<ul style="list-style-type: none"> • Assertive Skills • Conflict Management • Interpersonal Conflict • Disagreement • Giving & Receiving Feedback
5	<ul style="list-style-type: none"> • Written Communication • Presentation Styles <p>Assessment #1</p>
6	<ul style="list-style-type: none"> • Social Media • Roles & Responsibilities • Educating patients • Work Place Policies
7	<ul style="list-style-type: none"> • Harassment and violence in the workplace • Stress related disorders, treatments and interventions
8	<ul style="list-style-type: none"> • What is Culture? • How does culture influence us?
9	<ul style="list-style-type: none"> • Cultural differences in communication • Respect for diversity
10	<ul style="list-style-type: none"> • Assessment #2
11	<ul style="list-style-type: none"> • Impairments to Communication • Managing difficult emotions • Preventing distress & working with patients who are angry or uncooperative
12	Presentations
13	<ul style="list-style-type: none"> • Presentation Feedback and communication loop
14	Final Exam

5. Basis of Student Assessment (Weighting)

6. Grading

Assessments	15 %
Labs and Homework	20 %
Presentation (Group Assignment)	40 %
Final Exam	25%
TOTAL	100%

System

- Standard Grading System (GPA)
- Competency Based Grading System

7. Recommended Materials to Assist Students to Succeed Throughout the Course

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8. College Supports, Services and Policies

Immediate, Urgent, or Emergency Support



If you or someone you know requires immediate, urgent, or emergency support (e.g., illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts:

<http://camosun.ca/about/mental-health/emergency.html> or
<http://camosun.ca/services/sexual-violence/get-support.html#urgent>

College Services

Camosun offers a variety of health and academic support services, including counselling, dental, centre for accessibility, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit Student Services at <http://camosun.ca/services>

College Policies

Policies are available on the College website at <http://camosun.ca/about/policies>. Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with college policies.

Education and academic policies include, but are not limited to, [Academic Progress](#), [Admission](#), [Course Withdrawals](#), [Grading](#), [Involuntary Health and Safety Leave of Absence](#), [Prior Learning Assessment](#), [Medical/Compassionate Withdrawals](#), [Sexual Violence and Misconduct](#), [Standards for Awarding Credentials](#), [Student Ancillary Fees](#), [Student Appeals](#), and [Student Penalties and Fines](#).

Student Conduct Policy

The [Student Conduct Policy](#) provides clear expectations of appropriate academic and non-academic student conduct and establishes processes for resolution of conduct issues or the imposition of sanctions for inappropriate conduct. It is the student's responsibility to become familiar with the content of this policy.

A. GRADING SYSTEMS

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>

The following two grading systems are used at Camosun College:

1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes.

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.