

HCA 130: INTERPERSONAL COMMUNICATIONS

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 opportunity to develop and use communication techniques that demonstrate personal awareness, respect and active listening skills.

COURSE HOURS: 50

LEARNING OUTCOMES

Upon successful completion of this course, students 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/ residents, colleagues and others:
4. Apply self-reflection, and self-appraisal processes in order to increase own effectiveness in interpersonal contexts:

COURSE CONTENT

The Communication Process
Caring and Support
Non-Verbal Communication
Perception
Feedback
Active Listening
Clarification/Questions
Paraphrasing
Empathy
Expression of Feelings
Self-Disclosure
Communication Styles
Conflict Resolution
Communicating with Oriented Older Adults with Special Needs & those with Disabilities
Integration and Skills Review

EVALUATION STRATEGIES

1. Quiz #1 (20%)

This quiz will focus on content from Unit 1: *The Communication Process*; Unit 2: *Caring and Supporting*; Unit 3: *Non-Verbal Communication*; and Unit 4: *Perception*.

Quiz questions will include a combination of multiple choice and short answer questions.

2. Quiz #2 (20%)

This quiz will focus on content from Unit 5: *Feedback*; Unit 6: *Active Listening*; Unit 7: *Clarification / Questioning*; Unit 8: *Paraphrasing*; Unit 9: *Empathy*

Quiz questions will include a combination of multiple choice and short answer questions.

3. Quiz #3 (20%)

Expression of Feelings; Unit 10: *Expression of Feeling*; Unit 11: *Self Disclosure* Unit 12: *Communication Styles: Assertive, Non-Assertive*, Unit 13: *Conflict Resolution*; Unit 14: *Communication with Oriented Adults and Special Needs*;
Unit 15: *Integration and Skills*

Quiz questions will include a combination of multiple choice and short answer questions.

NOTE: As with all courses in the Health Care Assistant program, you are required to achieve a minimum grade of 70% (B-) in HCA 130 Health 1: Interpersonal Communication in order to successfully pass the course.