

	<p style="text-align: center;">School of Health & Human Services</p> <p style="text-align: center;">Continuing Care Department Health Care Assistant Program</p> <p style="text-align: center;">Fall 2018</p> <p style="text-align: center;">HCA 130 Interpersonal Communication (50 hours)</p>
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COURSE OUTLINE

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

Course Description:

This course focuses on the development of self-awareness, understanding of others and effective interpersonal communication skills. Students will be encouraged to become more aware of the impact of their own communication choices and patterns.

Pre-requisites: Admission to the Health Care Assistant Program

Co-requisites: Enrollment in the Health Care Assistant Program

Instructor Information:

(a)	Instructor:	Heather Frame
(b)	Office Hours:	Mon, Tues & Thurs 1130 – 1230 & 2:20 – 3:30 Wed 2:20 – 3:30 Fri 12:00 – 3:30 + by appointment
(c)	Location:	WT 208
(d)	Phone:	250 – 270 – 3238
(e)	Email:	FrameH@camosun.bc.ca

Intended Learning Outcomes:

Upon successful completion of this course, the learner will:

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.

Required Materials:

- **Mosby's Canadian Textbook for the Support Worker**, 4th Canadian Edition (2018) by Sorrentino, Remmert & Wilk. Elsevier
- **Professionalism in Health Care: A Primer for Career Success**, 5th Edition (2017) by Makely, Austin & Kester. Pearson

Course Content and Schedule:

Please see Semester Calendar for specific dates

Unit 1 – The Communication Process

Unit 2 – Caring and Support

Unit 3 – Non-Verbal Communication

Unit 4 – Perception

Unit 5 – Feedback

Unit 6 – Active Listening

Unit 7 – Clarification

Unit 8 – Paraphrasing

Unit 9 – Empathy

Unit 10 – Expression of Feelings

Unit 11 – Self Disclosure and Professional Boundaries

Unit 12 – Communication Styles: Assertive, Non-Assertive, Aggressive

Unit 13 – Conflict Resolution

Unit 14 – Communicating with Oriented Older Adults

Unit 15 – Integration and Skills Review

Evaluation Criteria:

Assignment/Percentage	Details
Exam 1 20%	Will include all content from Units 1-4
Exam 2 20%	Will include all content from Units 5-9
Exam 3 25%	Will include all content from Units 10-15
Verbal and Non-Verbal Communication Assignment 10%	Demonstrate understanding of verbal and non-verbal communication.
Perception Checking Assignment 5%	Demonstrate ability to use the skill of perception checking.
Paraphrasing Assignment 5%	Demonstrate ability to use the skill of paraphrasing.
Empathic Responding Assignment 5%	Demonstrate ability to use the skill of empathic responding.
Assertive Communication Assignment 5%	Demonstrate ability to use the skill of assertive communication.
Communication Skills Review 5%	In class demonstration of the many communication skill taught throughout the course.

Students must achieve a minimum of 70% to pass HCA 130 Introduction to Practice.

Grading System

Additional information regarding grading policies at Camosun College can be found at <http://www.camosun.bc.ca/policies/policies.php>

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

LEARNING SUPPORT AND SERVICES FOR STUDENTS

There are a variety of services available for students to assist them throughout their learning. This information is available in the College Calendar, Student Services or the College web site at <http://www.camosun.bc.ca>

STUDENT CONDUCT POLICY

There is a Student Conduct Policy. It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section.
<http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf>

TEST AND EXAMINATION PROCEDURES

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

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 directed by individual course outlines, assignments must be: word processed, double spaced, 12 font, Times New Roman font, with a title page and a reference list. 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.