

PNUR 141: HUMAN RELATIONSHIPS I (36 hours)

This course is an introduction to effective interpersonal communication. Learners explore role of caring in human relationships and development of professional caring relationships. Learners gain awareness of interpersonal styles, group communication skills and adapted communication.

LEARNING OUTCOMES

At the completion of this course, the learner will be able to:

1. Communicate clearly, effectively and in a caring manner with other individuals in a variety of settings.
2. Establish and maintain a professional caring relationship within the context of practical nursing practice.
3. Interact with others in groups in ways that contribute to the effectiveness of the group.
4. Adapt communication effectively with persons who have diverse physical or mental abilities.
5. Use a variety of communication skills to promote cooperation, diffuse aggression and resolve conflict.
6. Reflect on the quality of own interpersonal abilities and identify ways to address areas of weakness.

CONCEPTS OVERVIEW

Caring:

To accept caring as a professional and moral value is to accept responsibility and make a commitment to help others grow and actualize themselves. Caring is not simply liking, comforting, or wishing others well. It is a stance that requires trust, hope, honesty, and courage. It involves accepting others in a responsive and a receptive manner.

Interpersonal Skills:

Interacting effectively with others means to attend, to listen, to empower, to support, to clarify, to empathize, to express feelings and opinions, to request information, and to assert one's self. It also means using democratic problem-solving methods in resolving conflicts in an ethical way. Self reflection on the outcomes of various interpersonal skills can lead to improved strategies for successful communication.

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Adapting Communications with Persons Who Have a Physical and/or Mental Disability:

Each person has a background, a value system, beliefs, biases and emotions which influence how we communicate. It is essential that the caregiver understand how these will affect communication with persons across the lifespan.

Communication with people who have a physical and/or mental disability often need to be adapted in order to be effective. Innovative communication techniques need to be considered when interacting with clients experiencing sensory deficits/loss or other affective changes.

Effective Group Interpersonal Relationships:

Concepts such as creative problem-solving, time management, assertiveness, delegation and leadership skills assist Practical Nurses in their role on the interdisciplinary health team. Methods of diffusing difficult behaviours like anger, non-participation and passive-aggressive behaviour also assist Practical Nurses to contribute to the effectiveness of a group.

Helping Relationship:

The helping relationship between the practical nurse and the client is therapeutic in nature. Personal and interpersonal skills are necessary to facilitate the growth of the helping relationship through its three phases: initiating, working and terminating. In addition, the concepts of autonomy, mutuality and partnership should be considered an integral part of the helping relationship.

OVERVIEW: EVALUATION STRATEGIES

Evaluation	Grade	Completion Date
1. Quiz #1	10%	Class 4
2. Quiz #2	20%	Class 8
3. Taped Dialogue with Written Analysis	30%	Class 9
4. Final exam	40%	Class 12

EVALUATION CRITERIA

1. & 2. QUIZZES

Quiz #1 will cover content from Classes 1 – 3. Quiz #2 will cover content from Classes 4 – 7.

3. TAPED DIALOGUE OF WRITTEN ANALYSIS 30%

The purpose of this assignment is to assist the student in recognizing the effective and appropriate use of active listening skills. i.e. attending, paraphrasing, empathy, questioning, summarization, and clarification as some examples.

You will make a spontaneous, **unscripted** 10 minute audio tape recording of yourself with another person discussing their problem. You may use a classmate, colleague, friend or neighbour. Please do not use a family member, i.e. spouse, significant other or children. At the beginning of the tape, state your name and the person you are interviewing, where you are at and the purpose of your discussion (i.e. the problem). Simple problems or concerns are easier to handle and they provide adequate opportunity for demonstration of interpersonal communication skills.

Analyze your tape by highlighting any 6 consecutive exchanges. An exchange always starts with what the client said and then how you responded. You need to demonstrate at least 3 different skills in your 6 exchanges, (questioning, empathy, and summarization as examples). Using the criteria following, you will discuss each exchange, what skills were used, whether they were effective or not and how you could improve your response.

After you have analyzed your 6 exchanges, provide an overview of the whole conversation by commenting on the experience for you. Focus on the communication process and your role as an active listener.

You will be graded on both the demonstration of communication skills and your written analysis of the tape. The written assignment should be brief – no more than 1000 words. Be sure to submit both the audiotape and the written assignment.

Criteria for Grades:

SKILL DEMONSTRATION 12%

5% Quality of empathic responses (reflections are accurate, well timed: focus on feelings and content)

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7% Blocks to effective communication rarely occur, conversation flows smoothly, follows client lead, voice is warm, natural and encouraging, appropriate use of minimal encouragers

ANALYSIS 18%

6% Identify types of responses used in 6 consecutive exchanges

6% Judgement of the effectiveness of each of the 6 responses

3% Reformulated responses (include at least 2)

3% Overview of the entire exchange

4. FINAL EXAM 40%

This exam will contain a variety of formats that may include multiple choice, fill in the blank, short answer, matching etc. The exam will cover content learned throughout the whole course and will be two hours in length.

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COURSE OUTLINE

CLASS	OUTLINE
Class 1	Introduction to the Course Module & Evaluation Strategies, Self-Awareness and Values Clarification
Class 2	Caring and Group Work
Class 3	The Communication Process
Class 4	QUIZ #1 Communication Skills: Attending & Non-verbal Communication
Class 5	Empathy
Class 6	Empathy: Formulating An Empathic Response
Class 7	Communication Skills: Support & Clarification
Class 8	QUIZ #2 Communication Skills: Giving Information & Expression of Feelings
Class 9	Communication Skills: Self-Disclosure
Class 10	Communication Skills: Assertiveness and Confrontation
Class 11	Adapting Communication to People with Special Needs
Class 12	Final Exam