

PN Course Outlines

PNUR 115: PROFESSIONAL COMMUNICATION 1 (36 hours)

COURSE DESCRIPTION

This course provides learners with the foundational knowledge for caring and professional communication in nursing. It uses an experiential and self-reflective approach to develop self-awareness and interpersonal communication skills in the context of safe, competent and collaborative nursing practice. Communication theory, the nurse-client relationship, therapeutic communication, cross-cultural communication, effective teamwork and learning and teaching concepts will be covered.

PRE-REQUISITES: Admission to the Practical Nursing Program

CO REQUISITES: Professional Practice 1; Integrated Nursing Practice 1; Variations in Health 1; Health Promotion 1; Pharmacology 1.

LEARNING OUTCOMES

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

1. Describe fundamental elements involved in the communication process.
2. Demonstrate beginning awareness of self and understanding of self-concept.
3. Identify concepts and nursing actions that promote the development of therapeutic relationships.
4. Describe communication barriers to the development of therapeutic relationships.
5. Identify differences in multi-cultural communication as they relate to the nurse-client relationship.
6. Identify effective and culturally safe communication strategies for First Nation, Inuit and Métis clients, their families and peers.
7. Describe how information and communication technology is used to support effective client care in collaboration with other members of the healthcare team.
8. Communicate roles, knowledge, skills, and attitudes using appropriate language.
9. Demonstrate giving and receiving feedback effectively.
10. Identify effective group behaviours and development.

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EVALUATION CRITERIA

Skill Reflections: 6 skills x 5 marks Restarting or Paraphrasing Clarifying Questions Summarizing Empathy Giving Feedback Saying No	30%
Taped Dialogue Analysis and Personal Reflections/Goals	35%
Final Exam	35%

COURSE OUTLINE

<u>CLASS</u>	<u>TOPICS</u>
1	Introduction Communication Process Self awareness; self concept
2	Attending and Listening
3	Helping Relationships Nurse-Client Relationships Family as the client
4	Group growth and development Participating in groups Skill Reflection: summarizing
5	Caring and Respect Communicating with Compassion
6	Culturally Competent Communication (First Nation, Inuit and Metis)
7	Communicating through Technology Developing trusting relationships with Co workers Introduction to Conflict Resolution
8	Assertive behaviour
9	Assertiveness continued
10	Expressing Disagreement/Saying No
11	Exam