



School of Health & Human Services  
*Practical Nursing Program*

Summer 2016

**Course Name:** Professional Communication 1 (36 hrs)

**Course Number:** PNUR 115

---

## COURSE OUTLINE

---

### 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; Health Promotion 1; Variations in Health 1; Pharmacology 1; Integrated Nursing Practice 1

### Instructor Information

|                         |                        |
|-------------------------|------------------------|
| <b>(a) Instructor</b>   | Melissa Nuttall        |
| <b>(b) Office hours</b> | By appointment         |
| <b>(c) Location</b>     | WT 210                 |
| <b>(e) Contact:</b>     | NuttallM@camosun.bc.ca |

### Intended Learning Outcomes

Upon successful completion of this course, the learner will:

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 10. Identify effective group behaviours and development using appropriate language.
9. Demonstrate giving and receiving feedback effectively.

**Learning Resources/Required Textbook:**

Interpersonal Relationships: Professional Communication Skills for Nurses, 7th Edition (2011) by Arnold, E. & Boggs, K. Elsevier: Saunders.

Additional course readings may be provided by the instructor at the onset of the course.

**Course Content and Schedule**

Class 1 - Communication Process;

Class 2 - Self-awareness & self-concept

Class 3 - Attending and Listening

Class 4- Helping Relationships  
Nurse-Client Relationships

Class 5 - Group growth and development  
Participating in groups

Class 6- Caring & Respect  
Communicating with Compassion

Class 7 - Culturally Competent Communication

Class 8 – Midterm Exam

Class 7 - Introduction to Conflict Resolution  
Communicating through Technology

Class 8 - Assertive Behavior  
Skill Reflection: Assertively Giving Feedback

Class 9 - Assertiveness continued  
Skill Reflection: Receiving Feedback

Class 10 - Expressing Disagreement/Saying No  
Skill Reflection: Saying no

Class 11 – Exam

**Evaluation criteria**

| <b><u>% Grading</u></b>                | <b><u>Level 1</u></b>   |
|--|---|
| <b>Skill Reflections</b><br><b>30%</b> | <b>6 skills x 5 marks</b><br>Restarting or Paraphrasing<br>Clarifying Questions<br>Summarizing<br>Empathy<br>Giving Feedback<br>Saying No |
| <b>Midterm Exam</b><br><b>30%</b>      |   |
| <b>Final Exam</b><br><b>35%</b>        |   |

**Grading System**

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

**Standard Grading System (GPA)**

| <b>Percentage</b> | <b>Grade</b> | <b>Description</b>                   | <b>Grade Point Equivalency</b> |
|-------------------|--------------|--------------------------------------|--------------------------------|
| 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://www.camosun.bc.ca/policies/policies.html>