

	<p>School of Health & Human Services</p> <p>Continuing Care Department</p> <p>Practical Nursing Program</p> <p>Fall 2018</p> <p>PNUR 115 Professional Communication 1 (36 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 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:

(a)	Instructor:	Suzy Knipfel
(b)	Office Hours:	By appointment
(c)	Location:	WT210
(d)	Phone:	(250) 370-3241
(e)	Email:	Knipfels@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
9. Demonstrate giving and receiving feedback effectively.
10. Identify effective group behaviours and development using appropriate language.

Required Materials:

Arnold, E. C. & Boggs, K. U. (2016). *Interpersonal relationships: Professional communication skills for nurses* (7th Ed.). St. Louis, MO: Elsevier

Potter, P. A., Perry, A. G., Stocker, P. A., Hall, A. M. (2019). *Canadian fundamentals of nursing* (6th Ed.). Toronto, ON: Elsevier Canada

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

Course Content and Schedule:

Please see Semester Calendar for specific date

Class 1 - Communication Process

Class 2 - Attending and Listening; Self-awareness & Self-Concept

Class 3 - Nurse-Client Relationships

Class 4 - Group Growth & Development

Class 5 - Caring & Respect; Communicating with Compassion and Empathy

Class 6 - Midterm Exam

Class 7 - Culturally Competent Communication

Class 8 - Introduction to Conflict Resolution; Communicating through Technology

Class 9 - Assertive Behavior

Class 10 - Giving and Receiving Feedback

Class 11 - Expressing Disagreement/Saying No

Class 12 - Exam

Evaluation Criteria:

Please see Critical Dates List for specific dates

<u>Assignment</u>	<u>Details</u>
Skill Reflections 30%	5 skills x 6 marks each Restarting or Paraphrasing Clarifying Questions Summarizing Empathy Giving Feedback
Midterm Exam 30%	Midterm exam on content from classes 1-5
Final Exam 40%	Comprehensive final exam on content from all classes

Students must achieve a minimum of 65% to pass Professional Communication 1.

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 at <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/documents/HHS-Student-Handbook.pdf>

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.