



CAMOSUN COLLEGE
School of Health & Human Services
Department: Continuing Care
– Practical Nursing



PNUR 115 Professional Communication 1
Fall 2020

COURSE OUTLINE

The course description is available on the web:
<http://camosun.ca/learn/calendar/current/web/pnur.html#pnur115>

Camosun College will continue to follow the guidance of the Provincial Health Officer, the B.C. Government and WorkSafeBC, and as such may revise the delivery of courses. Courses with an approved face-to-face component may need to move to online or remote delivery if necessary.

The COVID-19 pandemic has presented many challenges, and Camosun College is committed to helping you safely complete your education. Following guidelines from the Provincial Health Officer, WorkSafeBC and the BC Government to ensure the health and wellbeing of students and employees, Camosun College is providing you with every possible protection to keep you safe including COVID Training for students and employees, health checks, infection control protocols including sanitization of spaces, PPE and ensuring physical distancing. Please refer to: <http://camosun.ca/covid19/faq/covid-faqs-students.html>

However, if you're at all uncomfortable being on campus, please share your concerns with your Instructor and if needed, alternatives will be discussed.

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

1. Instructor Information

- (a) Instructor** Tracy Atkinson
- (b) Office hours** By appointment
- (c) Location** Online
- (d) Phone** 250 370-4677
- (e) E-mail** atkinsont@camosun.bc.ca
- (f) Website** <http://camosun.ca/learn/programs/practical-nursing/>

2. Intended Learning Outcomes

This course provides learners with the foundational knowledge for caring and professional communication in nursing. An experiential and self-reflective approach is used to develop self-awareness and interpersonal communication skills in the context of safe, competent, and collaborative nursing practice. Topics include communication theory, the nurse-client relationship, therapeutic communication, cross-cultural communication, and effective teamwork.

Upon successful completion of this course a student will be able to:

- a) describe fundamental elements involved in the communication process.

- b) demonstrate beginning awareness of self and understanding of self-concept.
- c) identify concepts and nursing actions that promote the development of therapeutic relationships.
- d) describe communication barriers to the development of therapeutic relationships.
- e) identify differences in multi-cultural communication as they relate to the nurse-client relationship.
- f) identify effective and culturally sensitive and aware communication strategies for First Nation, Inuit and Métis clients, their families and peers.
- g) describe how information and communication technology is used to support effective client care in collaboration with other members of the healthcare team.
- h) communicate roles, knowledge, skills, and attitudes using appropriate language.
- i) demonstrate giving and receiving feedback effectively.

3. Required Materials

- Interpersonal Relationships: Professional Communication Skills for Nurses, 8th Edition (2019) by Arnold, E. & Boggs, K. Elsevier: Saunders.
- Additional course readings may be provided by the instructor at the onset of the course

4. Course Content and Schedule

Please see Semester Calendar for specific dates

Class 1 – Introduction to Communication Process

Class 2 - Self-concept, Attending and Listening

Class 3 - Nurse-Client Relationships

Class 4- Group growth and development

Class 5 - Caring & Respect, Empathy

Class 6 – MIDTERM EXAM

Class 7 - Culturally Competent Communication

Class 8 - Conflict Resolution

Class 9 – Assertive Behaviour

Class 10 – Assertiveness: Giving and Receiving Feedback

Class 11 – Giving & Receiving Feedback

Class 12 - Expressing Disagreement

Class 13 - Comprehensive Final Exam

5. Basis of Student Assessment (Weighting)

Skill Reflections: 30% (6 skills x 5 marks)

- Restarting or Paraphrasing
- Clarifying Questions
- Summarizing
- Empathy
- Giving Feedback
- Saying No

Midterm Exam: 30%

- Including all content from classes 1-7

Final Exam: 40%

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

6. Grading System

- Standard Grading System (GPA)
- Competency Based Grading System

7. Recommended Materials to Assist Students to Succeed Throughout the Course

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8. College Supports, Services and Policies

Immediate, Urgent, or Emergency Support



If you or someone you know requires immediate, urgent, or emergency support (e.g., illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts:

<http://camosun.ca/about/mental-health/emergency.html> or
<http://camosun.ca/services/sexual-violence/get-support.html#urgent>

College Services

Camosun offers a variety of health and academic support services, including counselling, dental, centre for accessibility, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit Student Services at <http://camosun.ca/services>

College Policies

Policies are available on the College website at <http://camosun.ca/about/policies>. Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with college policies.

Education and academic policies include, but are not limited to, [Academic Progress](#), [Admission](#), [Course Withdrawals](#), [Grading](#), [Involuntary Health and Safety Leave of Absence](#), [Prior Learning Assessment](#), [Medical/Compassionate Withdrawals](#), [Sexual Violence and Misconduct](#), [Standards for Awarding Credentials](#), [Student Ancillary Fees](#), [Student Appeals](#), and [Student Penalties and Fines](#).

Student Conduct Policy

The [Student Conduct Policy](#) provides clear expectations of appropriate academic and non-academic student conduct and establishes processes for resolution of conduct issues or the imposition of sanctions for inappropriate conduct. It is the student's responsibility to become familiar with the content of this policy.

A. GRADING SYSTEMS

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>

The following two grading systems are used at Camosun College:

1. 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+	Minimum grade required for this course.	3
60-64	C		2
50-59	D		1
0-49	F		0

2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes.

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.