



## Interpersonal Communications – HCA 103

### Health Care Assistant Program

### Course Outline

COURSE IMPLEMENTATION DATE: September 2009  
OUTLINE EFFECTIVE DATE: September 2024  
COURSE OUTLINE REVIEW DATE: March 2029

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#### GENERAL COURSE DESCRIPTION:

This course focuses on the development of self-awareness, increased understanding of others, and development of effective interpersonal communication skills that can be used in a variety of care-giving contexts. Students are encouraged to become more aware of the impact of their own communication choices and patterns. They have the opportunity to develop and use communication techniques that demonstrate personal awareness, respect, and active listening skills.

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**Program Information:** This course is one of the seven courses offered in the first semester of the Health Care Assistant Program. Satisfactory completion of this course is required to progress into Semester 2 of the program.

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**Delivery:** This course is delivered face to face and online (synchronous/asynchronous).

**COTR Credits:** 3

**Hours for this course:** 50 hours

#### Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	50
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
<b>Total</b>	50

#### Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
<b>Total</b>	

Other Contact Hours

- Lecture hours may be offered online.

**Course Outline Author or Contact:**

Cheryl Mackie, RN, BN, MHScN

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Signature

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**APPROVAL SIGNATURES:**

Department Head  
Sandi Hill  
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Dean of Health and Human Services  
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Department Head Signature

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Dean Signature

EDCO

Valid from: September 2024 – March 2029

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Education Council Approval Date

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**COURSE PREREQUISITES AND TRANSFER CREDIT:**

**Prerequisites:** None

**Corequisites:** HCA 101, HCA 102, HCA 104, HCA 105, HCA 106, HCA 107

**Flexible Assessment (FA):**

Credit can be awarded for this course through FA

Yes

No

**Transfer Credit:** For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Students should also contact an academic advisor at the institution where they want transfer credit.

**Prior Course Number:** N/A

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## Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Wilk, M.J., Sorrentino, S.A., & Remmert L.N, (2022). *Sorrentino's Canadian Textbook for the Support Worker*. 5<sup>th</sup> Edition. Toronto, Canada: Elsevier.

COTROnline HCA 103

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

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## LEARNING OUTCOMES:

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

- identify the characteristics and qualities of effective interpersonal communication;
- discuss the interrelationship between self-awareness, self-esteem and perception as these relate to communication choices and patterns;
- demonstrate effective, caring interpersonal communications with clients, colleagues, and others; and
- apply self-reflection and self-appraisal processes in order to increase own effectiveness in interpersonal contexts.

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## COURSE TOPICS:

- Introduction to Interpersonal Communications
- Knowledge of Self
- Non-verbal Communication
- Responding to Others
- Conflict Management and Resolution
- Electronic Communication

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

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## EVALUATION AND ASSESSMENT Face-to-Face and/or Online

Assignments	% Of Total Grade
Assignments	80%
Exam	<u>20%</u>
Total	100%

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

**EXAM POLICY:**

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

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**COURSE GRADE:**

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	F
Mark (Percent)	≥ 95	94-90	89-85	84-80	79-75	74-70	< 70

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**ACADEMIC POLICIES:**

See [www.cotr.bc.ca/policies](http://www.cotr.bc.ca/policies) for general college policies related to course activities, including grade appeals, cheating and plagiarism.

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**COURSE CHANGES:**

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.