



Health 1: Interpersonal Communications – HCA 103

Health Care Assistant Program

Course Outline

COURSE IMPLEMENTATION DATE: September 2009
OUTLINE EFFECTIVE DATE: November 2021
COURSE OUTLINE REVIEW DATE: March 2026

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.

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.

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	
Total	50

Practicum Hours (if applicable):

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

Other Contact Hours

- Lecture hours may be offered online.

Course Outline Author or Contact:

Cheryl Mackie, RN, BN, MHScN

Signature

APPROVAL SIGNATURES:

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

Dean Signature

EDCO

Valid from: November 2021 – March 2026

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: None

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

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:

Sorrentino, S.A., Remmert, L., & Wilk, M.J. (2018). *Mosby's Canadian Textbook for the Support Worker*. 4th Edition. Toronto, Canada: Elsevier.

Health Care Assistant Student Guide – *Health 1: Interpersonal Communications – HCA 103*

Please see the instructor's syllabus or check COTR's online text calculator

<http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

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

- identify the characteristics and qualities of effective interpersonal communication;
 - describe common barriers to communication;
 - discuss the interrelationship between self-awareness, self-esteem and perception as these relate to communication choices and patterns;
 - utilize effective non-verbal communication, including non-verbal listening skills;
 - describe the characteristics of effective touch;
 - demonstrate effective, caring interpersonal communications with clients, colleagues, and others;
 - apply self-reflection and self-appraisal processes in order to increase one's effectiveness with interpersonal communications; and
 - discuss methods that can be used to diffuse anger.
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COURSE TOPICS:

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

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

EVALUATION AND ASSESSMENT Face-to-Face:

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.

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

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

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.