



Professional Communication 1 – PPNP 103

Practical Nursing Program

Course Outline

COURSE IMPLEMENTATION DATE: September 2012
OUTLINE EFFECTIVE DATE: September 2018
COURSE OUTLINE REVIEW DATE: March 2023

GENERAL COURSE DESCRIPTION:

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.

Program Information: This course is one of eight courses required in Level 1 of the Practical Nursing program. Satisfactory completion of this course is required to progress to the next level.

Delivery: This course is delivered face to face.

COTR Credits: 2

Hours for this course: 35 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	35
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
Total	35

Practicum Hours (if applicable):

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

Course Outline Author or Contact:

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Signature

APPROVAL SIGNATURES:

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Department Head Signature

Dean Signature

EDCO

Valid from: September 2018 – March 2023

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: Admission to the Practical Nursing Program.

Corequisites: PPNP 102

Flexible Assessment (FA):

Credit can be awarded for this course through FA Yes No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

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: PNUR 102 ⇔⇔ PPNP 103

Date changed: September 2012

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:

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

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

- describe fundamental elements involved in the communication process;
 - demonstrate awareness of self and understanding of self-concept;
 - identify concepts and nursing actions that promote the development of therapeutic relationships;
 - describe communication barriers to the development of therapeutic relationships;
 - identify differences in multicultural communication as they relate to the nurse-client relationship;
 - identify effective and culturally sensitive and aware communication strategies for First Nation, Inuit and Métis clients, their families and peers;
 - identify effective group behaviours and development;
 - describe how information and communication technology is used to support effective client care in collaboration with other members of the healthcare team;
 - communicate roles, knowledge, skills and attitudes using appropriate language; and
 - demonstrate giving and receiving feedback effectively.
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COURSE TOPICS:

- Foundations of Professional Communication in Health Care
- Communication Theory
- Self-awareness
- Attending and Listening
- Caring
- Clarifying by Questioning and Summarizing
- Empathy
- Assertiveness: Seeking Help and Support; Refusing a Request
- Giving and Receiving Feedback
- Barriers to Communication
- Conflict Resolution
- Problem Solving
- Foundations of Relational Practice
- Nurse client relationship
- Helping relationships
- Cross-cultural communication, cultural sensitivity and awareness

- Caring and respect
- Family as client
- Developing trusting relationships with clients
- Interviewing techniques
- Interprofessional Communication
- Establishing teamwork communication principles
- Effective group participation
- Group growth and development
- Developing trusting relationships with team members

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

EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Assignment A: Skills Reflection Assignment	35%
Assignment B: Taped Dialogue – Part 1: DVD of a Dialogue	30%
Assignment B: Taped Dialogue – Part 2: Analysis Paper	<u>35%</u>
Total	100%

No rewrites will be granted for any assignments or exams within this course.

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.

Student Attendance/Absence:

- As adult learners, students are expected to attend all classes. Attendance is taken as a means of monitoring student success. In the event of illness or other unavoidable cause of absence, the student should notify the appropriate instructor as soon as possible.
- Students must attend all clinical/preceptorship experiences. If illness or other unavoidable absence occurs, the student must notify the appropriate instructor prior to the time s/he is expected.
- Unexcused/excessive absences from clinical/preceptorship may mean students must withdraw from the program.

Written Assignments:

- Assignments about clients must be written using the clients' INITIALS ONLY.
- Late assignments: a 15% penalty will be applied for each day past due date for late submissions. If any assignment is more than three (3) days late it will be assigned a grade of "0".

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-	C+	F
Mark (Percent)	≥ 95	94-90	89-85	84-80	79-75	74-70	69-65	< 65

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.

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