

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



COURSE OUTLINE

COURSE TITLE: Human Relationships
CODE NO. : PNG1130 **SEMESTER:** 1
PROGRAM: Practical Nursing
AUTHOR: Consortium/Gwen DiAngelo
DATE: Sept/02 **PREVIOUS OUTLINE DATED:** N/A
APPROVED:

	_____	_____
	DEAN	DATE
TOTAL CREDITS:	3	
PREREQUISITE(S):	None	
HOURS/WEEK:	3	

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For additional information, please contact Judi Maundrell, Dean
School of Health and Human Services
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I. COURSE DESCRIPTION:

Using an experiential approach, this course will focus the learner on the skills necessary to communicate effectively on a personal and professional level. The concept of caring will be used as a basis to explore the helping relationship, interviewing skills and group dynamics.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Develop an awareness of professional interaction style.

Potential Elements of the Performance:

- State the goals of helping
- Describe the phases of the helping relationship
- Discuss the core values and characteristics of the helper-client relationship
- Explain the elements of the communication process
- Assess own personal communication style
- Differentiate between social interaction and professional communication
- Differentiate between verbal and non-verbal communication
- Describe the modes of non-verbal communication
- Describe the characteristics of effective verbal communication
- Describe the modes of non-verbal communication
- Describe the effects of body language on verbal communication
- Differentiate between therapeutic and non-therapeutic communication
- Describe the skills involved in therapeutic communication
- Explain how communication strategies can be adapted to meet the needs of the client
- Demonstrate professional insight into own personal interaction style

2. Demonstrate caring behaviours when interacting with others.

Potential Elements of the Performance:

- Define caring
- Formulate a personal perception of caring based on existing theory and research
- Describe the attributes of professional caring
- Differentiate between caring and uncaring behaviours
- Discuss the Therapeutic Nurse Client Relationship as outlined in the College of Nurses of Ontario Practice Expectations

3. Demonstrate effective interpersonal and interviewing skills with individuals.

Potential Elements of the Performance:

- State the purpose of an interview
- Explain the factors affecting an interview
- Describe the types of interviews
- Describe the structure of an interview
- Discuss a variety of approaches that can be used to initiate an interview

4. Apply concepts related to group process and effective team building.

Potential Elements of the Performance:

- Define group and group process
- Discuss the stages of group development
- Describe task and maintenance role functions within a group setting
- Describe the different leadership styles within a group
- Explain various group decision making styles
- Discuss the characteristics of effective and ineffective groups
- Identify the methodologies to assess the effectiveness of own group's interactions

III. TOPICS:

1. Helping Relationship
2. Communication
3. Caring
4. Interviewing Skills
5. Group Process
6. Team Building

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Balzier-Riley, Julia. (2000). *Communication in nursing*. (4th ed.). Mosby.

Potter. P.A., & Perry, A.G. (2001) *Canadian fundamentals of nursing*. (2nd ed.). Mosby.

College of Nurses of Ontario. (1999). *Standard for the therapeutic nurse/client relationship*. Toronto: CNO.

College of Nurses of Ontario. (1999). *A guide to nurses for providing culturally sensitive care*. Toronto: CNO.

V. EVALUATION PROCESS/GRADING SYSTEM:

Assignment #1	
Reflective Journal: Assess Own Interaction/Communication Style	20%
Assignment #2	
Video and Analysis Report	20%
Mid-term Test	20%
Final Examination	30%
Attendance and Participation	10%
Total	100%

1. The pass mark for the course is 60%. The total grade is composed of marks accumulated for two assignments, a mid-term test, class attendance and participation and a final examination.
2. One rewrite will be allowed for one assignment (excluding the video and analysis report). Please see the Student Success Guide (2002-03) for rewrite policies.
3. All policies and procedures as outlined in the Student Success Guide (2002-03) related to submitting assignments, scholarly work/academic honesty, tests and examinations, attendance, extension requests must be followed.
4. **No supplements** will be provided for the mid-term test and final examination.

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	

X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.

VI. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.