SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Human Relationships

CODE NO. : PNG113   **SEMESTER:**   1

PROGRAM: Practical Nursing

AUTHOR: Northern Partners in Practical Nursing Education, Gwen DiAngelo, Lynn Tomie, Lucy Watson

DATE: Sept. 2008   **PREVIOUS OUTLINE DATED:** Sept. 2007

APPROVED: "Marilyn King"

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                CHAIR, HEALTH PROGRAMS   **DATE**

TOTAL CREDITS: 3

PREREQUISITE(S): None

HOURS/WEEK: 3

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
   - Explore caring across cultures

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.   Interpersonal Skills
   2.   Helping Relationships
   3.   Communication
   4.   Caring
   5.   Interviewing Skills
   6.   Group Process
   7.   Team Building

IV.   **REQUIRED RESOURCES/TEXTS/MATERIALS:**

College of Nurses of Ontario. (2006). *Practice standard: Therapeutic nurse-client relationship.* Toronto: CNO.

College of Nurses of Ontario. (2005). Practice guideline: C*ulturally sensitive care.* Toronto: CNO.

Balzer-Riley, J. (2008). *Communication in nursing* (6th ed.). Toronto: Elsevier Canada.

Kozier, B., Erb, G., Burke, K., Bouchal, D.S., & Hirst, S.P. (2000). *Fundamentals of nursing: the nature of nursing practice in Canada* (1st Canadian ed.). Upper Saddle River, NJ: Prentice Hall.

V.   EVALUATION PROCESS/GRADING SYSTEM:

Weekly Class Related Submissions	15%
Assignment Video and Analysis Report	20%
Mid-term Test	30%
Final Examination	35%
Total	**100%**

1. The pass mark for the course is 60%. The total grade is composed of marks accumulated for assignments, a mid-term test, and a final examination.

2. All policies and procedures as outlined in the current Student Success Guide related to submitting assignments, scholarly work/academic honesty, tests and examinations, attendance, extension requests must be followed.

3. **No supplements** will be provided for the mid-term test and final examination.

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

A minimum of a "C" grade is required to be successful in <u>all</u> PNG coded courses.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

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 E1101 or call Extension 2703 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.

Communication
The college considers **Web CT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in the *Student Code of Conduct*. 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 advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.