



COURSE OUTLINE

OPA218

Prepared: Andrea Sicoli Approved: Bob Chapman

Course Code: Title	OPA218: INTERPERSONAL COMMUNICATION IN REHAB II
Program Number: Name	3022: OCCUP/PHYSIO/ASSIST
Department:	OTA/PTA ASSISTANT
Semester/Term:	17F
Course Description:	This course will provide the student opportunities to enhance essential interpersonal skills required to be an effective member of an inter-disciplinary health care team. It will enable the student to integrate and apply concepts covered in Interpersonal Communication in Rehabilitation I. Students will be encouraged to respect diversity and recognize the importance of cultural sensitivity. Strategies to communicate effectively and manage conflict during challenging situations with clients and colleagues will be discussed and practiced. Interpersonal skills necessary for effective group interaction with clients will be explored. Leadership and advocacy skills relevant to the field of rehabilitation will also be explored. The student will practice communication skills necessary to become an effective inter-professional health care team member. Opportunities will be provided through role playing, reflective learning activities and interactions during concurrent fieldwork placements.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	OPA117, OPA131
Substitutes:	OPA200
This course is a pre-requisite for:	OPA208, OPA211, OPA225, OPA226, OPA227
Vocational Learning Outcomes (VLO's):	<p>#1. Communicate appropriately and effectively, through verbal, nonverbal, written and electronic means, with clients, their families, and significant others, occupational therapists, physiotherapists, other health care providers, and others within the role of the therapist assistant.</p> <p>#2. Participate in the effective functioning of interprofessional health care teams within the role of the therapist assistant.</p> <p>#3. Establish, develop, maintain, and bring closure to client-centred, therapeutic relationships within the role of the therapist assistant.</p>
Please refer to program web page for a complete listing of program outcomes where applicable.	



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#4. Ensure personal safety and contribute to the safety of others within the role of the therapist assistant.
 #5. Practice competently in a legal, ethical, and professional manner within the role of the therapist assistant.
 #7. Develop and implement strategies to maintain, improve, and promote professional competence within the role of the therapist assistant.
 #8. Perform effectively within the roles and responsibilities of the therapist assistant through the application of relevant knowledge of health sciences, psychosociological sciences, and health conditions.

Essential Employability Skills (EES):

#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
 #2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.
 #5. Use a variety of thinking skills to anticipate and solve problems.
 #6. Locate, select, organize, and document information using appropriate technology and information systems.
 #7. Analyze, evaluate, and apply relevant information from a variety of sources.
 #8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
 #9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
 #10. Manage the use of time and other resources to complete projects.
 #11. Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation: Passing Grade: 60%, C

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignment #1	20%
Clinical Scenario/Performance Based Evaluation	10%
Final Exam	25%
Midterm Exam	20%
Participation/Learning Activities	25%

Books and Required Resources: Patient Practitioner Interaction (2011) by Davis, C.
 Publisher: Slack Inc. U.S.A. Edition: 6th
 (from previous semester)



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Course Outcomes and Learning Objectives:

Course Outcome 1.

Develop assertive and responsible interpersonal communication skills necessary when interacting with the inter-professional health care team and clients

Learning Objectives 1.

- Review the importance self-awareness and the influence that one's behaviour and interpersonal communication have on the therapeutic relationship
- Recall principles of appropriate and effective communication and interpersonal relationships
- Discuss and demonstrate assertive and responsible communication involving:
 - distressed clients and colleagues
 - aggressive clients and colleagues
 - difficult clients
 - unpopular clients
 - dying clients and their family
- Explore issues of sexuality and disability
- Employ and adapt a variety of communication strategies and interpersonal techniques to meet the needs of clients
- Demonstrate the ability to be aware of and manage conflict with client's and colleagues

Course Outcome 2.

Demonstrate therapeutic communication that supports client health and well-being.

Learning Objectives 2.

- Recall the importance of demonstrating therapeutic qualities
- Employ a client-centered approach that appreciates the uniqueness of the individual
- Recognize the importance of culture and demonstrate cultural sensitivity during interpersonal skills
 - Discuss and demonstrate empathetic communication and recognize the importance of building rapport with clients
 - Completion of Gentle Persuasive Approach training
 - Demonstrate empathy during interviewing
 - Demonstrate the ability to respond to client's questions and concerns and ensure effective listening skills



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Course Outcome 3.

Demonstrate professional and effective interpersonal communication skills and a comprehension of group dynamics within group settings

Learning Objectives 3.

- Apply knowledge of group dynamics, effective participation and interpersonal communication to the development and functioning of teams.
- List the characteristics and responsibilities of a successful group leader
- Discuss and understand group process and practices of specific groups including groups for children, adolescents, adults and elderly
- Motivate clients and groups by using appropriate techniques

Course Outcome 4.

Demonstrate ongoing self-assessment and self-care to promote awareness and enhance professional competence.

Learning Objectives 4.

- Discuss issue of learning style and how the OTA & PTA must adapt their teaching to accommodate the client's learning style
- Demonstrate ability to seek out, select and act upon constructive feedback to improve performance
- Demonstrate the ability to appropriately and effectively give constructive feedback
- Recognize importance of effective interpersonal skills and collaboration in the supervisory process-during fieldwork placements and upon working in the profession of OTA/PTA
- Apply self-directed learning strategies, resources and opportunities to promote awareness and enhance professional competence

Course Outcome 5.

Develop knowledge of leadership styles and advocacy practices.



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Learning Objectives 5.

- Explain and demonstrated qualities to enhance leadership skills
- Recognize the characteristics and responsibilities of a successful group leader and explore individual attitudes and abilities related to leadership
 - Define advocacy and recognize the roles and responsibilities of Advocates and Advocacy Organizations for client's needs as well as the role of their profession

Date:

Tuesday, September 12, 2017

Please refer to the course outline addendum on the Learning Management System for further information.