



COURSE OUTLINE

PNG113

Prepared: Viki Nolan Approved: Bob Chapman

Course Code: Title	PNG113: HUMAN RELATIONSHIPS
Program Number: Name	3024: PRACTICAL NURSING
Department:	PRACTICAL NURSING
Semester/Term:	17F
Course Description:	This course introduces the learner to the concepts of the professional nurse-client relationship by exploring the concepts of caring, group dynamics and basic interviewing techniques. Utilizing the College of Nurses of Ontario's Standard for the Nurse-Client Relationship (Revised 2006) as a foundation, learners will build on their knowledge of therapeutic and professional interactions, and explore their knowledge, skill and attitudes of the helping relationship, leadership and interprofessional care.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
This course is a pre-requisite for:	PNG131, PNG135, PNG136
Vocational Learning Outcomes (VLO's):	<p>#1. Communicate therapeutically with clients and members of the health care team.</p> <p>#6. Act equitably and justly with clients and members of the health care team.</p>
<small>Please refer to program web page for a complete listing of program outcomes where applicable.</small>	
Essential Employability Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p>



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- #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%,

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Final Test	30%
Group Assignment	15%
Midterm Test	40%
Simulation	15%

Books and Required Resources:

- Communication in Nursing by Balzer Riley, J.
 Publisher: Mosby Elsevier Canada Edition: 8th
- Fundamentals of Canadian Nursing by Kozier, B. [et al.]
 Publisher: Pearson Education Edition: 4th
 ISBN: 978-0-13-419270-3
- Practice guideline: Culturally sensitive care by College of Nurses of Ontario
 Publisher: CNO
- Practice standard: Therapeutic nurse client relationship by College of Nurses of Ontario
 Publisher: CNO

Course Outcomes and Learning Objectives:

Course Outcome 1.

- 1. Describe the elements of the professional nurse-client relationship.

Learning Objectives 1.

- 1.1. Explain the communication process.
- 1.2. Assess own personal communication style.
- 1.3. Differentiate between verbal and non-verbal communication.
- 1.4. Describe the characteristics of effective verbal communication.
- 1.5. Describe the characteristics of ineffective verbal communication.
- 1.6. Describe both the positive and negative attributes associated with non-verbal



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communication.

- 1.7. Describe the effects of body language on communication.
- 1.8. Describe the nurse-client relationship.
- 1.9. Describe the goals and phases of the nurse-client relationship.
- 1.10. Describe behaviours that contribute to an effective therapeutic nurse-client relationship.
- 1.11. Identify the effects of one's values, beliefs and personal experiences on the therapeutic nurse-client relationship.
- 1.12. Describe the skills involved in therapeutic communication.
- 1.13. Differentiate between therapeutic and non-therapeutic communication techniques.
- 1.14. Identify and select communication techniques that are appropriate for the client's circumstances and needs.
- 1.15. Implement appropriate therapeutic communication techniques.
- 1.16. Evaluate and refine therapeutic communication techniques based on client need.
- 1.17. Discuss client diversity and decision, culture and self-awareness as concepts which influence communication and the therapeutic nurse-client relationship.

Course Outcome 2.

2. Describe caring behaviours when interacting with clients and colleagues.

Learning Objectives 2.

- 2.1. Examine the concept of caring.
- 2.2. Differentiate between caring and uncaring behaviours.
- 2.3. Describe the qualities of professional caring.
- 2.4. Discuss the concept of caring for clients, while being respectful of diversity.
- 2.5. Discuss the concept of caring amongst the interprofessional team.
- 2.6. Examine the concept of caring based on existing theory and research.

Course Outcome 3.

3. Demonstrate effective interviewing skills with individuals.

Learning Objectives 3.

- 3.1. Examine the purpose of an interview.
- 3.2. Explain the factors affecting an interview.



COURSE OUTLINE

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- 3.3. Describe the types of interviews.
- 3.4. Describe the structure of an interview
- 3.5. Discuss approaches used to initiate an interview.

Course Outcome 4.

- 4. Describe the concepts related to group process, leadership and interprofessional care.

Learning Objectives 4.

- 4.1 Define “group” and “the group process”.
- 4.2 Discuss the stages of group development.
- 4.3 Describe the task, maintenance role and the functions within a group.
- 4.4 Discuss the characteristics of effective groups.
- 4.5 Explain various group decision making styles.
- 4.6 Identify the methodologies to assess the effectiveness of own group’s interactions.
- 4.7 Identify qualities of an effective leader within a group.
- 4.8 Describe the appropriate leadership skills and styles within a group.
- 4.9 Describe different leadership styles within a group.
- 4.10 Define the terms “interprofessional”, “intraprofessional”.
- 4.11 Understand the concept of respect for other members of the interprofessional team and unique roles these team members play in a client’s nursing care plan.
- 4.12 Describe the concept of collaboration within in the interprofessional team and in the development of a client’s care.
- 4.13 Discuss the concept of sharing information about a client’s care while respecting confidentiality.
- 4.14 Discuss the concept of providing and receiving feedback from other members of the interprofessional team regarding a client’s care.
- 4.15 Evaluate how interprofessional feedback is provided and received in the health care setting.
- 4.16 Demonstrate professional behaviour with members of the interprofessional team and learners, and respond appropriately to unacceptable behaviour.
- 4.17 Identify how one’s values, beliefs and assumptions affect interactions amongst members of the interprofessional team.

Date:

Wednesday, August 30, 2017

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



COURSE OUTLINE

PNG113

5



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