COURSE OUTLINE: PNG113 - HUMAN RELATIONSHIPS

Prepared: Barbara Thompson
Approved: Bob Chapman, Chair, Health

Course Code: Title	PNG113: HUMAN RELATIONSHIPS
Program Number: Name	3024: PRACTICAL NURSING
Department:	PRACTICAL NURSING
Semesters/Terms:	21W, 21F
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 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
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	PNG131
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	**3024 - PRACTICAL NURSING** VLO 1 Communicate therapeutically with clients and members of the health care team. VLO 6 Act equitably and justly with clients and members of the health care team.
Essential Employability Skills (EES) addressed in this course:	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. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 5 Use a variety of thinking skills to anticipate and solve problems. EES 7 Analyze, evaluate, and apply relevant information from a variety of sources. EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others. EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. EES 10 Manage the use of time and other resources to complete projects. EES 11 Take responsibility for ones own actions, decisions, and consequences.

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.

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Course Evaluation:	Passing Grade: 60%,
	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Books and Required Resources:	Communications in Nursing by Balzer Riley Publisher: Elsevier - Health Sciences Division Edition: 9th ISBN: 9780323625487 Paper Communication in Nursing - Elsevier eBook on VitalSource by Balzer Riley Publisher: Elsevier - Health Sciences Division Edition: 9th ISBN: 97803233673433 Ebook

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Describe the elements of the professional nurse-client relationship.	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 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 fostering an environment that encourages questioning and exchange of information. 1.11 Identifies how to take action to minimize the impact of personal values and assumptions on interactions and decisions. 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. 1.18 Describe how to initiate, maintain and terminate the therapeutic nurse-client relationship.

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	1.19 Identify how to demonstrate respect for the values, opinions, needs and beliefs of others.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
2. Describe caring behaviours when interacting with clients and colleagues.	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 Calls to Action of the Truth and Reconciliation Commission of Canada. 2.6 Discuss the concept of caring among the inter-professional team. 2.7 Examine the concept of caring based on existing theory and research.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Demonstrate effective interviewing skills with individuals.	3.1 Examine the purpose of an interview. 3.2 Explain the factors affecting an interview. 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	**Learning Objectives for Course Outcome 4**
4. Describe the concepts related to group process, leadership and inter-professional care.	4.1 Define group, the group process, and team dynamics in interprofessional team collaboration. 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 both formal and informal leadership qualities of an effective leader within a group. 4.8 Describe the appropriate leadership, direction, and supervision to unregulated health workers and others. 4.9 Describe different leadership styles within a group. 4.10 Define the terms inter-professional and intra-professional. 4.11 Understands their own professional and interprofessional role within the team by considering the roles responsibilities and the scope of practice of others. 4.12 Describe the concept of collaboration within in the inter-professional team and in the development of a client`s care. 4.13 Discuss the concept of providing essential client information to the client and the healthcare team while respecting confidentiality. 4.14 Discuss the concept of providing and receiving feedback from other members of the inter-professional team regarding a client`s care. 4.15 Evaluate how inter-professional feedback is provided and

		received in the health care setting.
		4.16 Demonstrate professional behaviour with members of the inter-professional team and learners, and respond appropriately to unacceptable behaviour.
		4.17 Identify how one`s values, beliefs and assumptions affect interactions among members of the inter-professional team.

Evaluation Process and Grading System:		
	Evaluation Type	**Evaluation Weight**
	Assignments	40%
	Test #1	30%
	Test #2	30%

Date:	March 2, 2021
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.

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