



COURSE OUTLINE: OPA121 - INTPR. SKILLS HLTHCR

Prepared: Andrea Sicoli

Approved: Rebecca Keown - Dean

Course Code: Title	OPA121: INTERPERSONAL SKILLS IN HEALTH CARE I
Program Number: Name	3022: OCCUP/PHYSIO/ASSIST
Department:	OTA/PTA ASSISTANT
Academic Year:	2025-2026
Course Description:	This course offers students opportunities to enhance their self-awareness. Key determinants of behavior, including personality, attitudes, values, and beliefs will be explored. Emphasis will be placed on the significance of both verbal and non-verbal communication as essential interpersonal skills. Students will learn to recognize how stress impacts interpersonal interactions and will discuss effective strategies for managing stress to improve overall well-being. Through engaging discussions, role-playing exercises, and reflective activities, students will gain insights into the qualities that foster rapport and strengthen client-centered therapeutic relationships.
Total Credits:	2
Hours/Week:	2
Total Hours:	28
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	FIT101, OPA117, PNG113
This course is a pre-requisite for:	OPA109, OPA131, OPA214, OPA219
Vocational Learning Outcomes (VLO's) addressed in this course:	3022 - OCCUP/PHYSIO/ASSIST
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Communicate appropriately and effectively, through verbal, nonverbal, written and electronic means, with clients, their significant others, occupational therapists, physiotherapists, and members of the interdisciplinary health care team and others.
	VLO 2 Participate in the effective functioning of interdisciplinary health care teams to optimize client physical and occupational functions.
	VLO 3 Establish, develop, maintain, and conclude client-centred, therapeutic relationships.
	VLO 5 Practice in a legal, ethical, and professional manner within the role of a therapist assistant.
	VLO 7 Engage in reflective practice and ongoing professional development activities to maintain and enhance competence.
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 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.

Course Evaluation:

Passing Grade: 60%, C

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Books and Required Resources:

OER provided by Professor

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Demonstrate enhanced self awareness and recognize the influence that behaviours and communications have on therapeutic relationships.	1.1 Describe interpersonal Skills and the role these skills play in a therapeutic relationship. 1.2 Facilitate self-awareness in order to positively influence verbal and non-verbal communication, behaviours and relationships. 1.3 Completion of a Personality Inventory to determine Personality and discuss how it influences interpersonal communication. 1.4 Explore the influence that attitudes, values, beliefs, culture and family history have on behaviours and interpersonal communication. 1.5 Recognize the influence that self-concept, self-esteem and self-efficacy have on interpersonal communication. 1.6 Recognize the influence that perceptions, impression, stereotypes and beliefs and emotions have on interpersonal communication.
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Demonstrate appropriate and effective interpersonal communication skills as required to develop communication competence.	2.1 Discuss general principles of appropriate and effective communication and interpersonal relationships. 2.2 Communicate in a professional and collaborative manner that is accurate, credible and respectful. 2.3 Discuss the influence/impact of both verbal and non-verbal communication. 2.4 Define and demonstrate assertive and responsible communication. 2.5 Discuss barriers to effective listening and ways to improve listening competencies through active listening. 2.6 Recognize the importance of effective verbal and non-verbal communication when working in groups and the interdisciplinary nature of communication.
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Explore the impact of stress on interpersonal skills and relationships and strategies to manage stress and improve well-being.	3.1 Discuss how the perception of life events can contribute to stress and in personal and professional life. 3.2 Recognize the impact of stress on communication and behaviour. 3.3 Discuss and apply appropriate stress management techniques to promote well-being of self and clients.
Course Outcome 4	Learning Objectives for Course Outcome 4



	4. Develop knowledge of a client-centered therapeutic relationship and describe characteristics an effective helper.	4.1 Describe the difference between a therapeutic helping relationship vs. social helping relationship. 4.2 Recognize the importance of maintaining personal and professional boundaries in a therapeutic relationship. 4.3 Describe therapeutic relationships: phases, characteristics, boundaries, roles, responsibilities and goals. 4.4 Discuss and demonstrate characteristics of an effective helper. 4.5 Identify and demonstrate communication strategies to establish rapport and reduce negativity during communications and interact with others.								
	Course Outcome 5	Learning Objectives for Course Outcome 5								
	5. Demonstrate qualities that establish rapport and positively influence the therapeutic relationships.	5.1 Discuss the importance of establishing rapport and building trust with clients. 5.2 Explain the benefits of and demonstrate the following interpersonal skills through role playing and during daily interactions, warmth, respect, empathy, genuineness, self-disclosure, questions, humour and spirituality.								
Evaluation Process and Grading System:	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td>1. Weekly Learning Activities</td> <td>25%</td> </tr> <tr> <td>2. Assignments</td> <td>35%</td> </tr> <tr> <td>3. Tests/Exams</td> <td>40%</td> </tr> </tbody> </table>		Evaluation Type	Evaluation Weight	1. Weekly Learning Activities	25%	2. Assignments	35%	3. Tests/Exams	40%
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Date:	August 13, 2025									
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.									