



COURSE OUTLINE: PNG113 - HUMAN RELATIONSHIPS

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Course Code: Title	PNG113: HUMAN RELATIONSHIPS
Program Number: Name	3024: PRACTICAL NURSING
Department:	PRACTICAL NURSING
Academic Year:	2025-2026
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 Therapeutic 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:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	PNG116
This course is a pre-requisite for:	PNG127, PNG131
Vocational Learning Outcomes (VLO's) addressed in this course:	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. VLO 7 Adapt to a variety of health care settings, using different leadership skills and styles as appropriate to each setting. VLO 8 Contribute to creating a healthy and safe work environment in a variety of health care settings.
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 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.
Course Evaluation:	Passing Grade: 65%,



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

Books and Required Resources:

Communication for Nursing & Healthcare Professionals: A Canadian Perspective by Meadus
 Publisher: Canadian Scholars Press
 ISBN: 9781773383651
 eBook: 9781773383668 ePub: 9781773383675

Potter and Perry's Canadian Fundamentals of Nursing by Astle & Duggleby
 Publisher: Elsevier Hlth Sceinces Division Edition: 7th
 ISBN: 9780323870658

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. 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

<p>2. Describe caring behaviours when interacting with clients and colleagues.</p>	<p>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.</p>
<p>Course Outcome 3</p>	<p>Learning Objectives for Course Outcome 3</p>
<p>3. Demonstrate effective interviewing skills with individuals.</p>	<p>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.</p>
<p>Course Outcome 4</p>	<p>Learning Objectives for Course Outcome 4</p>
<p>4. Describe the concepts related to group process, leadership and inter-professional care.</p>	<p>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 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.</p>

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
Assignment #1	15%
Assignment #2	15%
Test #1	25%
Test #2	25%
Test #3	20%

Date:

August 13, 2025

Addendum:

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

