

I. COURSE DESCRIPTION:

Using an experiential approach, this course will focus the learner on the skills necessary to communicate effectively on a personal and professional level. The concept of caring will be used as a basis to explore the helping relationship, interviewing skills and group dynamics.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Demonstrate caring behaviours when interacting with others.

Potential Elements of the Performance:

- Define caring
- Formulate a personal perception of caring based on existing theory and research
- Describe the attributes of professional caring
- Differentiate between caring and uncaring behaviours
- Discuss the Therapeutic Nurse Client Relationship as outlined in the College of Nurses of Ontario Practice Expectations
- Explore caring across cultures

2. Develop an awareness of professional interaction style.

Potential Elements of the Performance:

- State the goals of helping
- Describe the phases of the helping relationship
- Discuss the core values and characteristics of the helper-client relationship
- Explain the elements of the communication process
- Assess own personal communication style
- Differentiate between social interaction and professional communication
- Differentiate between verbal and non-verbal communication
- Describe the modes of non-verbal communication
- Describe the characteristics of effective verbal communication
- Describe the modes of non-verbal communication
- Describe the effects of body language on verbal communication
- Differentiate between therapeutic and non-therapeutic communication
- Describe the skills involved in therapeutic communication
- Explain how communication strategies can be adapted to meet the needs of the client
- Demonstrate professional insight into own personal interaction style

3. Demonstrate effective interpersonal and interviewing skills with individuals.

Potential Elements of the Performance:

- State the purpose of an interview
- Explain the factors affecting an interview
- Describe the types of interviews
- Describe the structure of an interview
- Discuss a variety of approaches that can be used to initiate an interview

4. Apply concepts related to group process and effective team building.

Potential Elements of the Performance:

- Define group and group process
- Discuss the stages of group development
- Describe task and maintenance role functions within a group setting
- Describe the different leadership styles within a group
- Explain various group decision making styles
- Discuss the characteristics of effective and ineffective groups
- Identify the methodologies to assess the effectiveness of own group's interactions

III. TOPICS:

1. Interpersonal Skills
2. Helping Relationships
3. Communication
4. Caring
5. Interviewing Skills
6. Group Process
7. Team Building

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

College of Nurses of Ontario. *Practice standard: Therapeutic nurse-client relationship*. Toronto: CNO.

College of Nurses of Ontario. Practice guideline: *Culturally sensitive care*. Toronto: CNO.

Adler, R. B., Rosenfeld et. al. (2009) *Interplay: The process of interpersonal communication* (2nd Canadian ed.). Oxford University Press.

Potter, P. A. and Perry, A. (2009). *Canadian fundamentals of nursing* (4th ed.). Elsevier Canada/Mosby.

V. EVALUATION PROCESS/GRADING SYSTEM:

Test #1	30%
Mid-term Test	30%
Final Test	40%
Total	100%

1. The pass mark for the course is 60%. The total grade is composed of marks accumulated for 3 tests.
2. All policies and procedures as outlined in the current Student Success Guide related to submitting assignments, scholarly work/academic honesty, tests and examinations.
3. **No supplements** will be provided for tests.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

NOTE: Mid Term grades are provided in theory classes and clinical/field placement experiences. Students are notified that the midterm grade is an interim grade and is subject to change.

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

A minimum of a “C” grade is required to be successful in all PNG coded courses.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

VI. SPECIAL NOTES:

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may:

- (i) issue a verbal reprimand,
- (ii) make an assignment of a lower grade with explanation,
- (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”,
- (iv) make an automatic assignment of a failing grade,
- (v) recommend to the Chair dismissal from the course with the assignment of a failing grade.

In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations. Announcements, news, the academic calendar of events, class cancellations, your learning management system (LMS), and much more are also accessible through the student portal. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.