



COURSE OUTLINE

OPA117

Prepared: Andrea Sicoli Approved: Bob Chapman

Course Code: Title	OPA117: INTERPERSONAL COMMUNICATION IN REHAB I
Program Number: Name	3022: OCCUP/PHYSIO/ASSIST
Department:	OTA/PTA ASSISTANT
Semester/Term:	17F
Course Description:	This course will provide the student opportunities to develop increased self-awareness. Determinants of behavior such as personality, attitudes, values and beliefs will be explored. The importance of appropriate and effective verbal and non-verbal communication as an interpersonal skill will be emphasized. Students will recognize the influence of stress on interpersonal skills and discuss strategies to manage stress and improve well-being. Through discussion, role playing and reflective activities, students will understand and demonstrate qualities that establish rapport and enhance a client-centered therapeutic relationship.
Total Credits:	2
Hours/Week:	2
Total Hours:	30
Substitutes:	FIT101, PNG113
This course is a pre-requisite for:	OPA109, OPA131, OPA214, OPA218, OPA228
Vocational Learning Outcomes (VLO's): Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#1. Communicate appropriately and effectively, through verbal, nonverbal, written and electronic means, with clients, their families, and significant others, occupational therapists, physiotherapists, other health care providers, and others within the role of the therapist assistant.</p> <p>#2. Participate in the effective functioning of interprofessional health care teams within the role of the therapist assistant.</p> <p>#3. Establish, develop, maintain, and bring closure to client-centred, therapeutic relationships within the role of the therapist assistant.</p> <p>#5. Practice competently in a legal, ethical, and professional manner within the role of the therapist assistant.</p> <p>#7. Develop and implement strategies to maintain, improve, and promote professional competence within the role of the therapist assistant.</p> <p>#10. Enable the client's occupational performance by contributing to the development, implementation, and modification of intervention/treatment plans, under the supervision of and</p>



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in collaboration with the occupational therapist.
#11. Enable the client's optimal physical function by contributing to the development, implementation, and modification of intervention/treatment plans, under the supervision of and in collaboration with the physiotherapist.

Essential Employability Skills (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.
#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.
#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
#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%, C

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignment #1	20%
Assignment #2	10%
Final Exam	25%
Midterm Exam	20%
Participation/Learning Activities	25%

Books and Required Resources:

Patient Practitioner Interaction (2011) by Davis, C
Publisher: Slack Inc. U.S.A. Edition: 6th edition

Course Outcomes and Learning Objectives:

Course Outcome 1.

Demonstrate improved self-awareness and recognize the influence that one's behaviours and communications have on therapeutic relationships.

Learning Objectives 1.

- Describe "Interpersonal Skills"
- Facilitate self-awareness in order to positively influence verbal and non-verbal



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communication, behaviours and relationships

- Completion of a Personality Inventory to determine “Personality Type” and discuss how it influences interpersonal communication
- Explore the influence that attitudes, values, beliefs, culture and family history have on behaviours and interpersonal communication
- Recognize the influence that self-concept, self-esteem and self-talk have on interpersonal communication
- Recognize the influence that perceptions, impression, stereotypes, beliefs and emotions have on interpersonal communication

Course Outcome 2.

Demonstrate appropriate and effective interpersonal communication skills.

Learning Objectives 2.

- Discuss general principles of appropriate and effective communication and interpersonal relationships
- Communicate in a professional and collaborative manner that is accurate, credible and respectful
- Discuss the influence/impact of both verbal and non-verbal communication
- Define and demonstrate assertive and responsible communication
- Define and demonstrate active listening
- Recognize the importance of effective verbal and non-verbal communication with inter-professional health care team and clients

Course Outcome 3.

Explore the impact of stress on interpersonal skills and relationships and strategies to manage stress and improve well-being.

Learning Objectives 3.

- Identify sources of stress in one’s personal and professional life
- Recognize the impact of stress on communication and behaviors
- Discuss and apply appropriate stress management techniques to promote well-being of one’s self and clients



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Course Outcome 4.

Develop knowledge of a client-centered therapeutic relationship and describe characteristics an effective helper.

Learning Objectives 4.

- Recognize the difference in a professional “therapeutic helping relationship” vs. “social helping relationship”
- Recognize the importance of maintaining personal and professional boundaries in a therapeutic relationship
- Describe therapeutic relationships: phases, characteristics, boundaries, roles, responsibilities, goals
- Discuss and demonstrate characteristics of an effective helper
- Identify and demonstrate communication strategies to establish rapport and reduce negativity during communications and interactions with others

Course Outcome 5.

Demonstrate qualities that establish rapport and positively influence the therapeutic relationships.

Learning Objectives 5.

- Discuss the importance of establishing rapport and building trust with clients
- Explain the benefits of and demonstrate the following interpersonal skills through role playing and during daily interactions:
 - warmth
 - respect
 - empathy
 - genuineness
 - self-disclosure
 - asking questions
 - humour
 - spirituality



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Date:

Wednesday, August 30, 2017

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