

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: Professional Human Relations 2

CODE NO. : MST 200 **SEMESTER: 4**
- winter 2002

PROGRAM: Massage Therapy

AUTHOR: Jeff Arbus, CCW, B.A., M.A.

INSTRUCTOR: Angela Lepore

DATE: Jan. 2004 **PREVIOUS OUTLINE DATED:** Jan. 02

APPROVED:

	_____	_____
	DEAN	DATE

TOTAL CREDITS: 3

PREREQUISITE(S): MST 100 - Professional Human Relations 1

LENGTH OF COURSE: 15 weeks

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For additional information, please contact the Dean
School of Health and Human Services
(705) 759-2554, Ext.689/603

Course Name

Code No.**I. COURSE DESCRIPTION:**

This course continues to build on the essentials of communication required of the health care professional. Students will examine and practice communication skills for managing difficult moments with clients, for working in team/group environments, and will advance their communication competencies in providing environments conducive to wellness and healing. Students will also study leadership, assertiveness and advocacy skills.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

Outcome #1: Communicate and collaborate in an effective professional manner.
Performance elements:

- employ varied communication models and strategies
- obtain information
- clarify information to promote understanding
- deliver clear instructions
- give and receive feedback

Outcome #2: Participate with empathy in therapeutic relationships that support client health and well-being.

Performance elements:

- employ client-centred approach to the helping relationship
- identify the components of dual relationships
- identify and demonstrate strategies and skills for managing dual relationships
- identify and demonstrate strategies and skills for managing professional boundaries with clients
- identify and manage power differential, transference and countertransference issues in relationships with clients
- demonstrate awareness of personal history/experiences and personality styles as factors in the therapeutic relationship
- demonstrate skills for effectively starting client relationships
- demonstrate skills for effectively closing client relationships, in planned and unplanned situations
- demonstrate a confrontation management technique and effective methods of responding to confrontation and other difficult moments with clients (non-crisis)
- articulate the basic steps of crisis response
- demonstrate centering skills

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Outcome #3: Maintain professional practices as required of the health care professional.

Performance elements:

- perform self-progress assessment and peer-progress assessment - individual and group
- maintain confidentiality of in-class practical/role-play (within professional/legal limits of confidentiality)
- participate in team approaches to learning and practice, including team building, maintenance and managing team conflict
- demonstrate leadership and advocacy styles/practices
- explain diversity issues and their impact on the therapeutic relationship (including but not limited to issues of colour, religion, gender, sexual orientation, age, and physical functioning)
- clarify importance of and demonstrate ability to seek "debriefing" and self-care

III. TOPICS:

This course will be topic focused and will also take a case study approach. There will be special emphasis on managing conflict and confrontation, as well as on articulating the impact of personal style on the helping relationship. Teamwork and leadership represents another topic area.

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

There is no text for this course. Considerable reading and literature researching will be done by the students. Students are expected to be familiar with library resources and have access to the Internet. Video feedback and in-class demonstration/skill development may be featured. The course will take a case-study approach.

V. EVALUATION PROCESS/GRADING SYSTEM:

The evaluation methods and procedures for missed exams will be discussed with students and a copy will be provided in writing within the first two weeks of class.

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The following semester grades will be assigned to students in postsecondary courses:

<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: 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.

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:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1101 or call Extension 703 so that support services can be arranged for you.

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.

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Code No.**Plagiarism**

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor. 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.

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.

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

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the Professor. Credit for prior learning will be given upon successful completion of the following:

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.