



## HCA-103 – Interpersonal Communications

### Health and Human Services

**Effective Term & Year:** Fall 2024  
**Course Outline Review Date:** 2029-03-01

**Program Area:** Health

#### Description:

This course focuses on the development of self-awareness, increased understanding of others, and development of effective interpersonal communication skills that can be used in a variety of care-giving contexts. Students are encouraged to become more aware of the impact of their own communication choices and patterns. They have the opportunity to develop and use communication techniques that demonstrate personal awareness, respect, and active listening skills.

#### Program Information:

This course is one of the seven courses offered in the first semester of the Health Care Assistant Program. Satisfactory completion of this course is required to progress into Semester 2 of the program.

**Delivery Methods:** On-campus (Face-to-Face), Online

**Credit Type:** College of the Rockies Credits

**Credits:** 3

#### Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	50
Seminar/Tutorials	

Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	
Other	
<b>Total</b>	<b>50</b>

**Course Requisites:**

- Completed or concurrently enrolled in:
  - **HCA101** – Concepts for Practice (4)
  - **HCA102** – Introduction to Practice (3)
  - **HCA104** – Lifestyle and Choices (3)
  - **HCA105** – Common Health Challenges (4)
  - **HCA106** – Cognitive and/or Mental Health Challenges (4)
  - **HCA107** – Personal Care and Assistance (4)

**Flexible Assessment:** No**Course Transfer Credit:**

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

**Textbook Resources:**

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Wilk, M.J., Sorrentino, S.A., & Remmert L.N, (2022). *Sorrentino's Canadian Textbook for the Support Worker*. 5th Edition. Toronto, Canada: Elsevier.

COTROnline HCA 103

*Please see the instructor's syllabus or check COTR's online text calculator*

<https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

## Learning Outcomes:

Upon the successful completion of this course, students will be able to

- identify the characteristics and qualities of effective interpersonal communication;
- discuss the interrelationship between self-awareness, self-esteem and perception as these relate to communication choices and patterns;
- demonstrate effective, caring interpersonal communications with clients, colleagues, and others; and
- apply self-reflection and self-appraisal processes in order to increase own effectiveness in interpersonal contexts.

## Course Topics:

- Introduction to Interpersonal Communications
- Knowledge of Self
- Non-verbal Communication
- Responding to Others
- Conflict Management and Resolution
- Electronic Communication

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

## Evaluation and Assessments

### Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Assignments	80%
Exam	20%
Total	100%

### Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=95	94-90	89-85	84-80	79-75	74-70					<70

**Pass requirements:** None

**Exam Attendance:**

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a “0” on the exam.

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**Academic Policies:**

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
  - Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
  - Policy 2.5.8 Academic Performance
  - Policy 2.5.3 Grade Appeal
  - Policy 2.4.9 Student Concerns Re Faculty
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**Course Changes:**

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.