



PPNP-103 – Professional Communication 1

Health and Human Services

Effective Term & Year: Fall 2022

Course Outline Review Date: 2023-03-01

Program Area: Health

Description:

This course provides learners with the foundational knowledge for caring and professional communication in nursing. An experiential and self-reflective approach is used to develop self-awareness and interpersonal communication skills in the context of safe, competent and collaborative nursing practice. Topics include communication theory, the nurse-client relationship, therapeutic communication, cross-cultural communication and effective teamwork.

Program Information:

This course is one of eight courses required in Level 1 of the Practical Nursing program. Satisfactory completion of this course is required to progress to the next level.

Delivery Methods: On-campus (Face-to-Face)

Credit Type: College of the Rockies Credits

Credits: 2

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	35
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	

Other

Total	35
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Course Requisites:

- Complete all of the following
 - Admission to the Practical Nursing Program.
 - Completed or concurrently enrolled in:
 - [PPNP102](#) – Professional Practice 1 (2)

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at other BC institutions, please see <http://www.bctransferguide.ca>. All requests for course transfer credit from institutions in BC or elsewhere should go to the College of the Rockies Enrollment 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:

Arnold, E. C. & Boggs, K. (2016). *Interpersonal relationships: Professional communication skills for Nurses* (7th ed.). St. Louis, MO: Elsevier Saunders.

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:

- describe fundamental elements involved in the communication process;
 - demonstrate awareness of self and understanding of self-concept;
 - identify concepts and nursing actions that promote the development of therapeutic relationships;
 - describe communication barriers to the development of therapeutic relationships;
 - identify differences in multicultural communication as they relate to the nurse-client relationship;
 - identify effective and culturally sensitive and aware communication strategies for First Nation, Inuit and Métis clients, their families and peers;
 - identify effective group behaviours and development;
 - describe how information and communication technology is used to support effective client care in collaboration with other members of the healthcare team;
 - communicate roles, knowledge, skills and attitudes using appropriate language; and
 - demonstrate giving and receiving feedback effectively.
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Course Topics:

- Foundations of Professional Communication in Health Care
- Communication Theory
- Self-awareness
- Attending and Listening
- Caring
- Clarifying by Questioning and Summarizing
- Empathy
- Assertiveness: Seeking Help and Support; Refusing a Request
- Giving and Receiving Feedback
- Barriers to Communication
- Conflict Resolution
- Problem Solving
- Foundations of Relational Practice
- Nurse client relationship
- Helping relationships
- Cross-cultural communication, cultural sensitivity and awareness
- Caring and respect
- Family as client
- Developing trusting relationships with clients
- Interviewing techniques
- Interprofessional Communication
- Establishing teamwork communication principles
- Effective group participation
- Group growth and development
- Developing trusting relationships with team members

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
Assignment A: Skills Reflection Assignment	35%
Assignment B: Taped Dialogue – Part 1: DVD of a Dialogue	30%
Assignment B: Taped Dialogue – Part 2: Analysis Paper	35%
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	69-65				<65

Pass requirements: None

Evaluation Notes Comments:

- When a client/patient is referenced in an assignment, students must only use the term client or patient. No identifying markers (e.g. names, initials, room number, etc.) are to be used.
- Late assignments: a 15% penalty will be applied for each day past due date for late submissions. If any assignment is more than three (3) days late it will be assigned a grade of "0".

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.

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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Equivalent Course(s) and Course Code Changes

Prior Course Code: PNUR 102

Date changed: September 2012

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.