PPNP-103 – Professional Communication 1

Health and Human Services

Effective Term & Year: Fall 2027
Course Outline Review Date: 2032-03-01

Program Area: Health

Description:

Learners will examine the foundational knowledge of caring and professional communication in nursing. Using an experiential and self?reflective approach, learners will develop self?awareness and interpersonal communication skills in the context of safe, competent, and collaborative nursing practice. Topics include communication theory, therapeutic relationships, therapeutic communication, cultural safety, cultural humility, 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

Course Requisites:

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

Prior Learning and Recognition: Yes

Students are able to request formal recognition of their prior learning or experience outside the classroom. Challenge examination, portfolio-assisted assessment, work-based assessment or a combination of assessments that is appropriate to identify, assess, and recognize prior skills, competencies, and knowledge to achieve course credit. Tuition fees apply, refer to Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR) or contact an education advisor for more information.

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 Columba 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:

Astle, B. J., & Duggleby, W. (2024). *Potter and Perry's Canadian Fundamentals of Nursing* (7th ed.). Elsevier.

Mallette, C. & Yonge, O. (2022). *Arnold and Boggs's interpersonal relationships: Professional communication skills for Canadian nurses* (2nd Canadian ed.). Elsevier.

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 successful completion of this course, the learner will be able to:

1. Describe how the current British Columbia College of Nurses and Midwives (BCCNM) LPN Ethics Standards, Practice Standards, and Entry-Level Competencies guide professional communication with clients, families, and the interprofessional team.

- 1.1 Explore the relevant documents that apply to professional communication.
- 1.2. Discuss how these documents inform practice.

2. Describe fundamental elements involved in the communication process.

- 2.1 Discuss the basic elements of any interpersonal communication process: sender, receiver, message, and feedback.
- 2.2 Describe common barriers to communication.
- 2.3 Describe the characteristics of effective communication and factors that influence ineffective communication.
- 2.4 Explore the difference between verbal and non-verbal communication.

3. Explain the foundational concepts and nursing actions that promote the development, maintenance, and conclusion of therapeutic relationships, including trauma-informed communication.

- 3.1 Identify communication skills that support therapeutic relationships, including active listening, empathy, and caring.
- 3.2 Describe components of the nurse-client relationship, including the family as a client.
- 3.3 Define self-awareness and self-concept.
- 3.4 Explain the role of self-awareness and self-concept in nursing therapeutic relationships.
- 3.5 Describe the role of attending and its relationship to therapeutic communication.
- 3.6 Describe trauma-informed communication and its role in therapeutic relationships.
- 3.7 Describe communication barriers and challenges to therapeutic relationships and identify strategies to overcome them.

4. Reflect on how the nurse's privileges, biases, values, belief structures, behaviours, and positions of power may impact their therapeutic relationship with Indigenous clients.

- 4.1 Discuss the characteristics of culturally sensitive communication.
- 4.2 Identify effective and culturally safe communication strategies for working with Indigenous clients, their families, and peers.

5. Discuss the foundational competencies and specific communication skills that foster strong,

effective interprofessional teams and collaborative practice.

- 5.1 Identify effective group behaviours and development.
- 5.2 Describe how information and communication technology is used to support effective client care in collaboration with other members of the health care team.
- 5.3 Identify principles of effective teamwork communication.
- 5.4 Discuss digital professionalism and appropriate methods for communicating through technology.

6. Practise giving and receiving effective feedback through role plays, scenarios, and other applied practices.

- 6.1 Describe the steps to effectively receive expected and unexpected feedback.
- 6.2 Identify personal factors that may trigger defensive responses to feedback.
- 6.3 Explore strategies for giving and receiving feedback with unregulated care providers, interprofessional team members, clients and families, peers, and instructors.

Course Topics:

Course outcomes will be met through examination and exploration of the following:

- BCCNM LPN Ethics Standards, Practice Standards, and Documents that Guide Scope of Practice
- Professional Communication in Health Care
- Therapeutic Relationships and Communication
- Communication Theory
- Trauma-Informed Communication
- Self-Awareness
- Attending and Listening
- Caring and Empathy
- Clarifying by Questioning and Summarizing
- Assertiveness: Seeking Help and Support; Refusing a Request
- Giving and Receiving Feedback
- Barriers to Communication
- Foundations of Relational Practice
- Nurse-Client Relationship
- Helping Relationships
- Cultural Safety and Cultural Humility
- Caring and Respect
- Family as Client
- Developing Trusting Relationships with Clients and Team Members
- Interprofessional Communication
- Conflict Resolution
- Effective Group Participation and Development

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 1	35%
Assignment 2	30%
Test(s)	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:

An overall average of C (60%) or higher is required to pass this course.

Additional Evaluation Information:

No rewrites will be granted for any assignments or exams within this course.

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

Student Attendance/Absence

- As adult learners, students are expected to attend all classes. Attendance is taken as a means of monitoring student success. In the event of illness or other unavoidable cause of absence, the student should notify the appropriate instructor as soon as possible.
- Students must attend all clinical/preceptorship experiences. If illness or other unavoidable absence occurs, the student must notify the appropriate instructor prior to the time s/he is expected.
- Unexcused/excessive absences from clinical/preceptorship may mean students must withdraw from the program.

Written Assignments

- Assignments about clients must be written using the clients' INITIALS ONLY.
- A 15% penalty will be applied for each day past due date for late assignment submissions. If any assignment is more than three 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 2.1.4 Course Audit
- Policy 2.4.1 Credential Framework
- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Rights, Responsibilities and Conduct
- Policy 2.4.8 Academic Performance
- Policy 2.4.9 Student Feedback and Concerns
- Policy 2.4.11 Storage of Academic Works
- Policy 2.5.3 Student Appeal
- Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR)

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.