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Course Name:

Professional Communication A

Effective Date:

September 2019

School/Centre:

Health Sciences

Department:

Access to Practical Nursing(5017)

Banner Course Name:

Professional Communication A

Subject Code:

NURS - Nursing

Course Number

2101

Year of Study

1st Year Post-secondary

Credits:

1.5

Course Description:

This course provides learners with the foundational knowledge for caring and professional communication in nursing. It uses an experiential and self-reflective approach to develop self-awareness and interpersonal communication skills in the context of safe, competent, and collaborative nursing practice. Communication theory, the nurse-client relationship, therapeutic communication, cross-cultural communication, and effective teamwork will be covered. The learner is provided with an opportunity to develop professional communication skills with the clients requiring end of life care.

Course Pre-Requisites (if applicable):

Admission to the Access to Practical Nursing Program.

Course Co-requisites (if applicable):

NURS 2102 - Professional Practice A; NURS 2103 - Health Promotion A; NURS 2104 - Variations in Health A; NURS 2105 - Pharmacology A; NURS 2106 - Integrated Nursing Practice A

PLAR (Prior Learning Assessment & Recognition)

No

Course Learning Outcomes (CLO):

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

- CLO #1 Describe fundamental elements involved of the communication process.
- CLO #2 Demonstrate awareness of self and understanding of self-concept.
- CLO #3 Identify concepts and nursing actions that promote listening skills (restating, reflecting, clarifying, summarizing and empathy).
- CLO #4 Identify and demonstrate therapeutic communication.
- CLO #5 Describe communication barriers to the development of therapeutic relationships.
- CLO #6 Identify characteristics of helping relationships including the family as a client.
- CLO #7 Identify differences in multicultural communication as they relate to the nurse-client relationship.
- CLO #8 Identify effective and culturally sensitive and aware communication strategies for First Nation, Inuit and Métis clients, their families and peers.
- CLO #9 Explain the relationship of communication and culture.
- CLO #10 Identify challenges preventing effective communication across cultures.
- CLO #11 Describe how information and communication technology is used to support effective client care in collaboration with other members of the health care team.
- CLO #12 Participate effectively in groups.
- CLO #13 Identify effective group behaviours and development.
- CLO #14 Demonstrate giving feedback effectively to peers, instructors and team-members.
- CLO #15 Receive feedback effectively from peers, instructors, preceptors, team members, families and clients.
- CLO #16 Demonstrate principles of assertiveness to confidently express differences, using appropriate language (saying no).
- CLO #17 Collaborate with team members to create trusting professional relationships.
- CLO #18 Describe how to effectively communicate to coordinate actions of others during an emergency (critical incident).
- CLO #19 Use role play to demonstrate effective strategies for conflict management and dealing with hostility.

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

- CLO #20 Share information with clients and families in a respectful manner that is understandable, encourages discussion, and enhances participation in decision making.
- CLO #21 Identify use of various communication tools (e.g. SBAR).
- CLO #22 Direct unregulated care providers and students.
- CLO #23 Discuss team leading communication skills and their application in collaboration with team members.

Instructional Strategies:

Course guides provide direction of learning in preparation, in course activities and reflection of the content. The instructor acts as facilitator and expert to promote an environment conducive for learning through activities such as guided discussion, debate, audio-visual presentation, group activities, online activities, skill building exercises and simulation.

Evaluation and Grading

Grading System:

Letter Grade (A-F)

Passing grade:

B-

Evaluation Plan:

Type	Percentage	Brief description of assessment activity
Assignments	25	Communication Skills reflections
Assignments	30	Taped Dialogue analysis
Assignments	15	Written analysis of a case scenario
Other	10	Communication Integration Demonstration
Final Exam	20	Comprehensive final exam

Hours by Learning Environment Type

Lecture, Seminar, Online

45

Lab, Clinical, Shop, Kitchen, Studio, Simulation

Practicum

Self Paced / Individual Learning

Course Topics

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; Caring and respect; Family as client; Developing trusting relationships with clients; Interviewing techniques

Interprofessional Communication: Communicating client information appropriately to health care team members; using effective communication tools (e.g. SBAR); Directing unregulated care providers with client care; sharing knowledge with unregulated providers and learners; managing conflict; managing change.

Program and course contents and descriptions, offerings and schedules are subject to change without notice.

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at <https://www.vcc.ca/about/governance--policies/policies>.

To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

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