![Douglas College]

EFFECTIVE: SEPTEMBER 2010
CURRICULUM GUIDELINES

A. Division: Education   Effective Date: September 2010

B. Department /   Health Sciences/
Program Area: Health Care Support Worker

M: Course Objectives / Learning Outcomes:

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

1. Identify the characteristics and qualities of effective interpersonal communications.
2. Discuss the interrelationship between self-awareness, self-esteem, and perception as these relate to communication choices and patterns.
3. Demonstrate effective, caring interpersonal communications with client/residents, colleagues and others.
4. Apply self-reflections and self-appraisal processes in order to increase own effectiveness in interpersonal contexts.
5. Identify the role of culture and diversity in interpersonal communications and care giving interactions.

N: Course Content:

Introduction to Interpersonal Communication
   Elements of interpersonal communication processes – sender, receiver, message, feedback.
   Barriers to communication.
   Characteristics of effective communication: open, supportive, positive, understanding.
   Importance of common courtesies.
   Warmth, respect, empathy.
   Appropriate use of humour.
   Communicating with people who speak a different language from yours.
   What a caring response looks like.
   Differentiating between caring and non-caring communications in a variety of job related situations.
Knowledge of Self
   Interrelationship between self-concept, self-esteem and interpersonal communications.
   Recognizing how perception influences one's reality and experience of situations.
   Societal, cultural and experiential influences on perceptions and self-concept.
   Using self-reflection to determine one's choices and patterns of communications.
Non-Verbal Communication
   Gestures, postures, facial expressions.
   Use of space.
   Use of objects.
   Positioning of self in relation to the other person.
   Tone and volume of speech.
   Non-language sounds.
   Personal choices and what these communicate.
   Appropriate and caring use of touch.
   Reflecting on one's own non-verbal communications.
   Being attuned to the non-verbal communications of clients/residents and others.
Responding to Others
   Non-verbal listening skills.
   Using open-ended questions.
   Using paraphrasing/perception checking.
   Listening & responding empathically.
Conflict Management and Resolution
   Value of conflict in interpersonal relations.
   Applying skills (e.g. listening and responding skills) to defuse anger and conflict.
   Assertive communications: assertive vs. aggressive responses.
   How and when to say "no".
    Factors that signal it's time to remove self from a situation.
Multiculturalism and Diversity
   Race, ethnicity and culture.
   Diversity of backgrounds.
   Generational differences.
   Prejudice and discrimination.
   Effects of culture.

Culture and family.
Culture and religion.
Appreciating diversity of backgrounds: generational differences.
Culturally sensitive communication.

O: Methods of Instruction:

Lecture
Group discussion/group activities
Audio-visual materials
Case studies
May include other methods (e.g. guest speakers, role play, etc.)

P: Textbooks and Materials to be Purchased by Students:

A list of recommended textbooks and materials is provided to students at the beginning of the semester.

Q: Means of Assessment:

Course evaluation is consistent with Douglas College course evaluation policy. An evaluation schedule is presented at the beginning of the course.

This is a graded course. A minimum mark of 65% is necessary to be successful in the course.

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR

No

Course Designer(s)   Education