COMM 103, Communications for Nursing

TOTAL HOURS: 45

Course Description Instruction

This course provides the foundation for nurses to communicate effectively and to develop interpersonal, therapeutic, and professional relationships with patients and their families, other nurses, and members of the health-care team. The course develops the knowledge base required for nurses to understand the complexity of communication, to build trusting therapeutic relationships, to work collaboratively with others, and to use communication as an instrument for patient safety.

Pre-requisites: None

Pre- or Co-requisite: None

Instructor

Name: Kayla Hayter
Office number: CC187B
Phone number: 780-791-8908
Email: kayla.hayter@keyano.ca

Office Hours:

The instructor is available for student consultation in office by appointment from Monday to Friday. Please contact your instructor at the email above or contact the Nursing Office at (780) 791-4889 to arrange a time.

Hours of Instruction

See Self Service

Textbooks and Resources

    Primary Text

      Balzer Riley, J. (2020). *Communications in nursing* (9th ed.). Elsevier.

Course Outcomes

Upon successful completion of this course, the learner will meet the following outcomes:
1. Demonstrate an understanding of the complexity of communication.
2. Discuss how different forms of communication interact.
3. Communicate using various methods for different situations.
4. Evaluate interpersonal communication as it relates to organizational behaviours and management structures.
5. Discuss theoretical concepts of communication in the helping profession context.
6. Evaluate own communication skills and potential impact on clients and colleagues.
7. Reflect on implications for professional practice.

Topics:

Students will work through *30 Chapters* in the classroom. Chapters to be covered in Comm 103

Part I: Packing Your Bags for the Journey of Caring, Assertive, Responsible Communication

    1. Responsible, Assertive, Caring Communication in Nursing
    2. The Client–Nurse Relationship: A Helping Relationship
    3. Starting with YOU: Understanding Yourself to Build a Foundation for Learning about Communication
    4. Solving Problems Together
    5. Understanding Each Other: Communication and Culture

Part II: Honoring Your Fellow Travelers Along the Journey

    6. Demonstrating Warmth
    7. Showing Respect
    8. Being Genuine
    9. Being Empathetic
    10. Using Self-Disclosure
    11. Being Specific
    12. Asking Questions
    13. Expressing Opinions
    14. Using Humor
    15. Embracing the Spiritual Journey of Health Caring: Meaning Making

Part III: Developing Road-Worthy Practices Along the Journey

    16. Requesting Support
    17. Overcoming Evaluation Anxiety
    18. Working with Feedback
    19. Using Relaxation Techniques to Become More Mindful
    20. Incorporating Imagery in Professional Practice and Self-Care
    21. Incorporating Positive Self-Talk
    22. Learning to Work Together in Groups
    23. Navigating the Expanding World of Digital Communication

Part IV: Embracing the Transformative Process of the Journey

    24. Learning Confrontation Skills
    25. Refusing Unreasonable Requests
    26. Communicating Assertively and Responsibly with Distressed Clients and Colleagues
    27. Communicating Assertively and Responsibly with "Difficult" Clients and Colleagues
    28. Managing Team Conflict Assertively and Responsibly
    29. Communicating at the End of Life
    30. Continuing the Commitment to the Journey

Course Delivery Method
This course is delivered in person.

Course Assessments

The list below contains all graded evaluations and assessments for this course along with due dates and the value of each item towards your final grade.

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Distribution of Marks

Assessment Method	Description	Value	Date
Assignment	Part A – Presentation	**20%**	**TBA**
	Part B - Reflective practice .	**10%**	**TBA**
Midterm Exam Multiple Choice	Demonstrate knowledge of course content: Chapters 1-15	**30%**	**October 28th**
Final Exam Cumulative multiple-choice	Demonstrate knowledge of course content: Chapters 1-30	**40%**	**TBA**
	Total	**100%**	

Total   100%

Passing Level and Grading Scale

Students must achieve a minimum grade of 1.7 (C–) or 60% to receive credit for PN 103 Communications for Nursing.

Students must complete and submit all assignments to receive a final course grade. Students will not be allowed to rewrite the assignments or final exam to raise their course grade.

Refer to the Practical Nurse Program Handbook/College Calendar for information regarding grading scale, extensions, writing exams, supplemental exams, and other program standard practices.

Important Additional Information

Note to all students: It is the student's responsibility to retain course outlines for possible future use in support of applications for transfer credit to other educational institutions

Grading System

Descriptor	Alpha Scale	4.0 Numeric Scale	Percentage
Excellent	A+ A A-	4.0 4.0 3.7	96-100 90-95 85-89
Good	B+ B B-	3.3 3.0 2.7	80-84 76-79 72-75
Satisfactory	C+ C C-	2.3 2.0 1.7	68-71 64-67 60-63
Poor Minimum Pass	D+ D	1.3 1.0	55-59 50-54
Failure	F	0	0-49

Course Schedule

Week	Dates	Topics
Week 1	Aug 31-Sept 2	Chapter 1
Week 2	Sept 5-Sept 9	Chapter 2 Chapter 3
Week 3	Sept 12-Sept 16	Chapter 4 Chapter 5
Week 4	Sept 19-Sept 23	Chapter 6 Chapter 7 Chapter 8
Week 5	Sept 26-Sept 30	No Classes
Week 6	Oct 3- Oct 7	Chapter 9 Chapter 10
Week 7	Oct 10-Oct 14	Chapter 11 Chapter 12 Chapter 13
Week 8	Oct 17-Oct 21	Chapter 14 Chapter 15 Midterm Review
Week 9	Oct 24 – Oct 28	**Midterm Exam**

Week 10	Oct 31 – Nov 4	Chapter 16 Chapter 17 Chapter 18 Chapter 19 Chapter 20
Week 11	Nov 7 – Nov 11	No Classes
Week 12	Nov 14 – Nov 18	Chapter 21 Chapter 22 Chapter 23
Week 13	Nov 21 – Nov 25	Chapter 24 Chapter 25 Chapter 26
Week 14	Nov 28 – Dec 2	Chapter 27 Chapter 28 Chapter 29 Chapter 30 Course Review
TBA		**Final Exam**

Performance Requirements and Student Services

Student Responsibilities
It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar. The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

Student Attendance
Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

Specialized Supports

The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30.

Accessibility Services: provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the

semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing accessibility.services@keyano.ca

Wellness Services: offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person throughout the semester. For a detailed list of library supports and services, go to www.keyano.ca/library. For any inquiries, please email askthelibrary@keyano.ca.

Begin your research with the Library's FIND page. Search for sources using OneSearch, the Library's Catalogue, or by searching in a specific database selected from the A-Z Database List.

Individual support with the Information Librarian is available virtually. Appointments can be requested by using the Book A Librarian online form.

Research and Subject Guides are helpful resources when beginning your research or addressing other information needs. To view a subject or course specific guide, go to the Subject Guide webpage here.

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the Research Help Library page.

The Loanable Technology collection is available to support students in their online learning pursuits. Items available for borrowing include mobile projectors, webcams, noise cancelling headphones, Chromebooks, and laptops. For an up-to-date list of technology available for borrowing, go to the Library's Loanable Technology webpage.

Skill Centre: Provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, assignment/lab support, writing support groups, facilitated study groups, workshops, and study space. This service is free and is available for all Math, Sciences, Humanities and Trades courses offered at Keyano.

While most courses are being offered online, the Skill Centre will be offering mostly virtual services and in-person sessions as requested. Please email Skill@keyano.ca to get in contact with our Academic Content Specialists. The Skill Centre is located in CC-119 at the Clearwater Campus.

For the most up to date information on how to book a session, please view the Keyano Skill Centre homepage.

Academic Success Coaching: offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. Academic.success@keyano.ca is the best way to access resources during virtual service delivery. The Academic Success Coach is located in the Skill Centre in CC-119 at the Clearwater Campus.

E-Learning
Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participant in a live class with your instructor and other students.

Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements.

Internet Speed
Minimum Internet speeds of 5 Mbps.
Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home). Check your internet speed with Fast.com.

System requirements:

Microsoft Windows	Apple

Minimum Requirements:	Minimum Requirements:
A Windows 10 **computer/laptop**	A Macintosh (V10.14 and above) **computer/laptop**
· Minimum 4GB of RAM.	· Minimum 4GB of RAM.
· 10GB+ available hard drive storage.	· 10GB+ available hard drive storage.
· Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). Microsoft Office software is free to all Keyano students and employees.	· Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). Microsoft Office software is free to all Keyano students and employees.
· Microphone, webcam and speakers. A headset with a microphone is recommended.	· Microphone, webcam and speakers. A headset with a microphone is recommended.
· System updates must be regularly installed.	· System updates must be regularly installed.
· Anti-Virus / Anti-Malware software	· Anti-Virus / Anti-Malware software.
Recommended Requirements	**Recommended Requirements**
· 8GB of RAM	· 8GB of RAM
· A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download	· A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office

Chromebooks are **not** recommended as they are not compatible with testing lockdown browsers.

A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.

Specific Department Requirements:
Business and OA programs require Windows 10.
Other programs may utilize Windows based tools as well.
Computer Software
Students will be able to get access to Microsoft Office 365 for free using Keyano credentials by clicking here.

Recording of Lectures and Intellectual Property
Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture

materials, students may not share, distribute, or publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to share, distribute, publish or sell course related content (instructor, or students) without permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property. The <u>Academic Integrity Policy</u> provides additional information on Keyano College's expectations from students as members of the intellectual community.

ITS Helpdesk
If you are having issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.

Assignment Part A:
Presentation worth 20%

Instructions

Students to work in groups of 2 or 3 depending on class size. Present a 3-5 min presentation demonstrating one of the Therapeutic Communication Techniques.

Follow these guidelines:

- Students will be assigned partners

- Students will be given a Therapeutic Communication Technique to demonstarte.

- Your role is to communicate with your partner as you normally do in this type of situation.

- Ask your partner to add to the scenario and to your learning experience in various ways such as being obviously upset but not always willing to share information; being very loud at times, making you feel nervous; demonstrating challenging behaviours that are distracting; and interrupting you during your communications, etc.

- Above all, have fun in doing this presentation! It will make the second part of this assignment easier and more meaningful to you and equally enjoyable.

Discussion (5-7 min)

After presentation students will discuss their assigned Therapeutic Communication technique with their classmates engaging a discussion around the differences between therapeutic and nontherapeutic responses.

Outcome Goal

Your goal is to demonstrate how you **currently** communicate with someone using your assigned communication technique.

Assignment Part A: Marking Guide
Presentation worth 20%

Key Content	Marking Guide			
Points:	**5**	**3**	**1**	**0**
Presentation Student participated in presentation and demonstrated their part in assigned therapeutic communication technique.	Excellent	Satisfactory	Minimal	None
Student able to present on time and date set by instructor.	Excellent	Satisfactory	Minimal	None
Voices were audible, clear and concise.	Excellent	Satisfactory	Minimal	None
Followed time limit for presentation and engaged with classmates in post presentation discussion. (max. 10min)	Excellent	Satisfactory	Minimal	None
				/20

Comments:

Assignment Part B:
Reflective Practice (10%)

Analysis your presentation and identify your therapeutic verbal and non-verbal communication behaviour. Follow these instructions:

Reflective Practice

- Describe your overall impression of your verbal and non-verbal behaviour.

- Discuss your verbal and non-verbal communication strengths, and opportunities for improvement.

- Identify any verbal and non-verbal behaviours you observed during the presentation that were not effective, and provide your interpretation of the behaviour.

  For example: "I noticed my partner nodded her/his head throughout the whole presentation. I felt that this was ineffective because it was very distracting and would be distracting to a patient in a real nurse–patient situation." Or, "I noticed I started most of my statements with 'Uhm mm.' This was ineffective because it did not make me sound very confident, and it would not make the patient feel confident in me."

- Identify all instances where communication failures occurred caused by misinterpretations or gaps.

- Describe what you would do differently in a similar situation in the future.

- Discuss the advantages and any disadvantages of reflective practice in guiding your continued growth in developing skills in therapeutic communication.

- Provide at least two credible references from the literature to support your opinion of the advantages or disadvantages of reflective practice during this experience

Assignment Part B:
Reflective Practice - Marking Guide

Key Content	Marking Guide			
Points:	5	3	1	0
Describe your overall impression of your verbal and non-verbal behavior	Excellent	Satisfactory	Minimal	None
Discuss your verbal and non-verbal communication strengths, and opportunities for improvement.	Excellent	Satisfactory	Minimal	None
Identify any verbal and non-verbal behaviours you observed during the presentation that were not effective, and provide your interpretation of the behaviour.	Excellent	Satisfactory	Minimal	None
Identify all instances where communication failures occurred caused by misinterpretations or gaps.	Excellent	Satisfactory	Minimal	None
Describe what you would do differently in a similar situation in the future	Excellent	Satisfactory	Minimal	None
Discuss the advantages and any disadvantages of reflective practice in guiding your continued growth in developing skills in therapeutic communication.	Excellent	Satisfactory	Minimal	None
Provide at least two credible references from the literature to support your opinion of the advantages or disadvantages of reflective practice during this experience	Excellent	Satisfactory	Minimal	None
				/35

Comments:

APA and Grammar – Marking Guide

	Key Content	Marking Guide			
		Points: **1**	**0.5**	**0.25**	**0**
	Title Page				
	Included page number. In the upper half of the page include title of paper (Bold), student name, college name; course number and name; assignment name and number, instructor name (all centered), and date.	Excellent	Satisfactory	Minimal	None
	Body of Paper				
	Paper organized –page number; introduction, body and conclusion; appropriate margins, double-spaced throughout, indent 5 spaces or 1 tab for new paragraphs. Correct font -12 pt.	Excellent	Satisfactory	Minimal	None
	References				
	Citations in body of paper followed APA 7th ed format (if applicable)	Excellent	Satisfactory	Minimal	None
	References on separate page, followed APA 7th ed format (if applicable)	Excellent	Satisfactory	Minimal	None
	Grammar and Spelling				
	Grammar appropriate and words spelled correctly (< 5 errors).	Excellent	Satisfactory	Minimal	None

/5

Total Assignment Grade: **/65**

Submit this Marking Guide with your assignment.

5 – Excellent work, all required information included, great attention to detail throughout

1 – Minimal required information included incomplete work

3 – Satisfactory work, most required information included at an adequate level

0 – Required information not identifiable