

COURSE NAME: PNE113 Human Relationships

Credit Value: 3
Total Course Hours: 42
Prerequisite Course(s): None
Corequisite Course(s): None

COURSE DESCRIPTION

Using an experiential approach, this course will focus the learner on the skills necessary to communicate effectively on a personal and professional level. The concept of caring will be used as a basis to explore the helping relationship, interviewing skills and inter-professional team functioning.

LAND ACKNOWLEDGEMENT

Canadore College resides on the traditional territory of the Anishinaabeg and within lands protected by the Robinson Huron Treaty of 1850. This land is occupied by the people of Nipissing First Nation, Treaty #10 in the Robinson Huron Treaty of 1850 since time immemorial.

PLAR INFORMATION

This course is eligible for Prior Learning Assessment and Recognition. Students are advised to discuss options with their program coordinator.

COURSE LEARNING OUTCOMES

Upon completion of this course, the student will have reliably demonstrated the ability to:

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| <p>1.0 Develop an awareness of professional interaction style.</p> <ul style="list-style-type: none">1.1 State the goals of helping.1.2 Describe the phases of the helping relationship.1.3 Discuss the core values and foundational qualities of the helper-client relationship.1.4 Explain the elements of the communication process.1.5 Assess own personal communication style.1.6 Differentiate between social interaction and inter-professional communication.1.7 Differentiate between verbal and non-verbal communication.1.8 Describe the characteristics of effective verbal communication.1.9 Describe the modes of non-verbal communication.1.10 Describe the effects of body language on verbal communication.1.11 Differentiate between therapeutic and non-therapeutic communication.1.12 Describe the skills involved in therapeutic | <p>communication.</p> <ul style="list-style-type: none">1.13 Explain how communication strategies can be adapted to meet the needs of the client (low literacy, cognitive impairment, disruptive/aggressive behaviours, life stage).1.14 Demonstrate professional insight into own personal interaction style. <p>2.0 Demonstrate caring behaviours when interacting with clients.</p> <ul style="list-style-type: none">2.1 Define caring.2.2 Formulate a personal conception of caring based on existing theory and research.2.3 Describe the attributes of professional caring.2.4 Differentiate between caring and uncaring behaviours.2.5 Discuss the Therapeutic Nurse-Client Relationship as outlined in the CNO Standard "Relationships". <p>3.0 Demonstrate effective interpersonal and interviewing skills with clients.</p> <ul style="list-style-type: none">3.1 State the purpose of an interview.3.2 Explain the factors affecting an interview. |
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- 3.3 Describe the types of interviews.
- 3.4 Describe the structure of an interview.
- 3.5 Discuss a variety of approaches that can be used to initiate an interview.
- 3.6 Discuss the concept of trusting relationships with patients, families and other team members.
- 3.7 Demonstrate active listening with patients, families and other team members.
- 4.0 Explore the concepts related to group process.
 - 4.1 Define group and group process.
 - 4.2 Discuss the stages of group and team development.
 - 4.3 Describe task and maintenance role functions within a group setting.
 - 4.4 Describe the different leadership styles within a group.
 - 4.5 Explain various group decision making styles.
 - 4.6 Discuss the characteristics of effective and ineffective groups.
- 4.7 Identify the methodologies to assess the effectiveness of own group's interactions.
- 5.0 Examine the philosophy of inter-professional collaboration.
 - 5.1 Outline the history of inter-professional collaboration.
 - 5.2 Develop and awareness of inter-professional collaboration teams.
 - 5.3 Relate the course content to the National Inter-professional Competencies.
- 6.0 Learn how to collaboratively identify the elements contributing to inter-professional team development.
 - 6.1 Explain the terms used related to inter-professional teams.
 - 6.2 Describe the benefits of inter-professional collaboration.
 - 6.3 Describe the barriers to inter-professional collaboration.
 - 6.4 Describe own professional role and role of team members.

GENERAL EDUCATION

This is not a General Education course.

PROGRAM OUTCOMES

This course contributes to the following Ministry of Colleges and Universities approved program learning outcomes (PLO):

Practical Nursing

1. communicate therapeutically with clients and members of the health care team.
2. assess clients across the life span, in a systematic and holistic manner.
6. act equitably and justly with clients and members of the health care team.
7. adapt to a variety of health care settings, using different leadership skills and styles as appropriate to each setting.
8. contribute to creating a healthy and safe work environment in a variety of health care settings.
9. practise in a self-regulated, professional and ethical manner, complying with relevant legislation and with the standards of both the regulatory body and the practice setting to provide safe and competent client care.

ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

This course contributes to the following Ministry of Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the

purpose and meets the needs of the audience.

2. Respond to written, spoken, or visual messages in a manner that ensures effective communication
5. Use a variety of thinking skills to anticipate and solve problems
8. Show respect for the diverse opinions, values, belief systems, and contributions of others
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
11. Take responsibility for one's own actions, decisions, and consequences.

EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

This course is a compulsory course within the Practical Nursing Program, as reviewed and approved by the College of Nurses of Ontario.

COURSE EVALUATION

Quizzes/tests/final exam at 60%

Assignments/Group work at 40%

PROGRAM SPECIFIC GRADING

Successful completion of this course requires a minimum grade of C.

GRADING SYSTEM

A+:	90-100%	B+:	77-79%	C+:	65-69%	D:	50-54%	S - Satisfactory
A:	85-89%	B:	73-76%	C:	60-64%	F:	0-49%	I - Incomplete
A-:	80-84%	B-:	70-72%	D+:	55-59%			F- Repeat Course, included in GPA
								FS- Failure Supplemental
								FR- Repeat course, excluded from GPA

*For a complete chart of grades and descriptions, please see the Grading Policy.

LEARNING RESOURCES

No textbooks have been identified for this course.

Other Resources:

Required :

Evans, R., Hearn, M., Uhlemann, M. & Ivey, A. (2016). Essential Interviewing: A Programmed Approach to Effective Communication, (9th ed.). Nelson- Thomson: California

ISBN- 13 978-1305271500 (Book) or ISBN 9781337150644 (E-Book)

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

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Technology requirements - <https://www.canadorecollege.ca/BYOD>

The Harris Learning Library's staff can help you find resources to support your learning - www.eclibrary.ca

LEARNING ACTIVITIES

Discussion, case studies, Quizzes, worksheets, video viewing, simulations and discussion

DELIVERY MODE

This course may be delivered, in whole or in part, in a number of modalities, including in class, online, hybrid, in a synchronous or asynchronous manner or a combination thereof, as per accreditation and/or regulatory standards where appropriate.

RECORDING GUIDELINES

This class may be recorded by faculty of the College. Faculty will inform students when recording of the class commences and ceases. 'Recorded' means that the audio-visual and chat portions of the class will be recorded and then be stored on the College or vendor provider server. They will be made available to students, but only for the express and sole use of those registered in this course. If you have any questions or concerns about this recording, please contact your instructor or the College's privacy officer at privacy.officer@canadorecollege.ca. Full recording guidelines can be found at: <https://cdn.agilitycms.com/canadore-college/academic-centre-of-excellence/Canadore%20Recording%20Guidelines.pdf>

INTERPROFESSIONAL EDUCATION

All full-time programs of study at Canadore College strive to provide students with opportunities for interprofessional education. This course provides students with interprofessional education through:

Core course content

Introductory case discussions

Large introductory gym event

ACADEMIC POLICIES

Canadore College is committed to the highest standards of academic integrity, and expects students to adhere to these standards as part of the learning process in all environments. The College's Academic Integrity policy seeks to ensure that all students understand their rights and responsibilities in upholding academic integrity and that students receive an accurate and fair assessment of their work. Please review the Academic Integrity policy (A-18) and other academic policies found on our website:

<https://www.canadorecollege.ca/about/policies>.

COLLEGE POLICIES

- Protecting human rights in support of a respectful college community

For college policies please see: <http://www.canadorecollege.ca/about-us/college-policies>.

STUDENT SUCCESS SERVICES - Your Success Matters!

Student Success Services provides student-focused services to facilitate students' success in their studies. Staff provide support by reducing and/or removing educational-related barriers through individualized accommodations and supports to students with disabilities.

Please visit our webpage to learn more: <https://www.canadorecollege.ca/support/student-success-services> or look for our events on social media.

To connect with Student Success Services email studentsuccessnow@canadorecollege.ca or call 705.474.7600 ext 5205.

FIRST PEOPLES' CENTRE:

A culturally safe environment offering CONFIDENTIAL student focused services, drop in or make an appointment to access:

- One on one counselling
- Elder in residence program
- Peer tutoring
- Peer mentorship
- Lunch & learn workshops on study skills, self-care, life skills
- Learning Resource Centre

Drop by our offices at C254 College Drive, E101 Commerce Court or call 705 474 7600 Ext. 5961 College Drive /

5647 Commerce Court.

<https://www.canadorecollege.ca/experience/indigenous-student-experience>

WAIVER OF RESPONSIBILITY

Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

HISTORICAL COURSE OUTLINES

Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.