UNIVERSITY OF THE FRASER VALLEY

ORIGINAL COURSE IMPLEMENTATION DATE: September 2012
REVISED COURSE IMPLEMENTATION DATE: September 2019
COURSE TO BE REVIEWED (six years after UEC approval)**:** March 2025
Course outline form version: 10/27/2017

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: PNUR 142	**Number of Credits:** 2.0 Course credit policy (105)

Course Full Title: Professional Communication I
Course Short Title:
(Transcripts only display 30 characters. Departments may recommend a short title if one is needed. If left blank, one will be assigned.)

Faculty: Faculty of Health Sciences	**Department (or program if no department):** School of Health Studies Practical Nursing

Calendar Description:

Provides learners with the foundational knowledge for caring and professional communication in nursing. An experiential and self-reflective approach will be used to develop self-awareness and interpersonal communication skills in the context of safe, competent, and collaborative nursing practice. Topics include communication theory, the nurse-client relationship, therapeutic communication, cross-cultural communication, and effective teamwork.

Prerequisites (or NONE):	Admission to the Practical Nursing diploma and PNUR 147.
Corequisites (if applicable, or NONE):	PNUR 140, PNUR 141, PNUR 143, PNUR 144, and PNUR 145.
Pre/corequisites (if applicable, or NONE):	None

Antirequisite Courses *(Cannot be taken for additional credit.)*
Former course code/number:
Cross-listed with:
Dual-listed with:
Equivalent course(s):
(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)

Typical Structure of Instructional Hours

Lecture/seminar hours	32
Tutorials/workshops	3
Supervised laboratory hours	
Experiential (field experience, practicum, internship, etc.)	
Supervised online activities	
Other contact hours:	
Total hours	**35**

Labs to be scheduled independent of lecture hours: ☐ No ☐ Yes

Special Topics
This course is offered with different topics:
☒ No ☐ Yes *(Double-click on box to select it as checked.)*
If yes, different lettered courses may be taken for credit:
☐ No ☐ Yes, repeat(s) ☐ Yes, no limit
(The specific topic will be recorded when offered.)

Transfer Credit
Transfer credit already exists: *(See **bctransferguide.ca**.)*
☐ No ☒ Yes
Submit revised outline for rearticulation:
☐ No ☐ Yes *(If yes, fill in transfer credit form.)*

Grading System
☒ Letter Grades ☐ Credit/No Credit

Expected Frequency of Course Offerings:
Every fall

Department / Program Head or Director: Hannah MacDonald	**Date approved:**	October 2018
Faculty Council approval	**Date approved:**	November 5, 2018
Dean/Associate VP: Alastair Hodges	**Date approved:**	November 5, 2018
Campus-Wide Consultation (CWC)	**Date of posting:**	n/a
Undergraduate Education Committee (UEC) approval	**Date of meeting:**	March 1, 2019

Learning Outcomes:

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

1. Describe fundamental elements involved of the communication process.
2. Demonstrate beginning awareness of self and understanding of self-concept.
3. Identify concepts and nursing actions that promote the development of therapeutic relationships.
4. Describe communication barriers to the development of therapeutic relationships.
5. Identify differences in multi-cultural communication as they relate to the nurse-client relationship.
6. Identify effective and culturally sensitive and aware communication strategies for First Nation, Inuit, and Métis clients, their families and peers.
7. Describe how information and communication technology are used to support effective client care in collaboration with other members of the healthcare team.
8. Communicate roles, knowledge, skills, and attitudes using appropriate language.
9. Demonstrate giving and receiving feedback effectively.
10. Identify effective group behaviours and development.

Prior Learning Assessment and Recognition (PLAR)

☐ Yes ☐ No, PLAR cannot be awarded for this course because

Typical Instructional Methods *(Guest lecturers, presentations, online instruction, field trips, etc.; may vary at department's discretion.)*

Lectures, readings, guest lectures, videos, small group seminars

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials *(If more space is required, download Supplemental Texts and Resource Materials form.)*

	Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1.	Arnold, E.C., & Boggs, J.U.	Interpersonal relatioships: Professional communication skills for nurses	7th ed.	St. Louis: Elsevier	2016
2.	Kozier, B. et al.	Fundamentals of Canadian nursing: Concepts, process, and practice	4th Canadian ed.	Toronto: Pearson	2018
3.		PNUR 142 Course Pack	☐		

Typical Evaluation Methods and Weighting

Exam:	45%			Field experience:	%	Critical reflection assignment	25%
Midterm exam:	%	Project:	%	Taped dialogue:	30%	Total:	100%

Details (if necessary):

Typical Course Content and Topics

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

- Foundations of Professional Communication in Health Care
  - Communication theory
  - Self-awareness
  - Attending and listening
  - Caring
  - Clarifying by questioning and summarizing
  - Empathy
  - Assertiveness: seeking help & 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, cultural sensitivity and awareness
  - Caring and respect
  - Family as client
  - Developing trusting relationships with clients
  - Interviewing techniques
- Interprofessional Communication
  - Establishing teamwork communication principles
  - Effective group participation
  - Group growth and development
  - Developing trusting relationships with team members