ORIGINAL COURSE IMPLEMENTATION DATE:	June 2009
REVISED COURSE IMPLEMENTATION DATE:	September 2024
COURSE TO BE REVIEWED (six years after UEC approval)**:**	August 2030

Course outline form version: 28/10/2022

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

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

Course Code and Number: HCA 110	**Number of Credits:** 2 Course credit policy (105)

Course Full Title: Interpersonal Communications
Course Short Title: Interpersonal Communications

Faculty: Faculty of Health Sciences	**Department/School:** School of Health Studies

Calendar Description:

This course focuses on the development of self-awareness, increased understanding of others, and development of effective interpersonal communication skills that can be applied in a variety of caregiving contexts. Students will become more aware of the impact of their own communication choices and patterns. They will have opportunities to develop and apply communication techniques that demonstrate personal awareness, respect, and active listening skills.

Prerequisites (or NONE):	Admission to the Health Care Assistant certificate.
Corequisites (if applicable, or NONE):	
Pre/corequisites (if applicable, or NONE):	

Antirequisite Courses *(Cannot be taken for additional credit.)*

Former course code/number: **HSRC 170**

Cross-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	50
Total hours	**50**

Scheduled Laboratory Hours

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

Course Details

Special Topics course: **No**
  (If yes, the course will be offered under different letter designations representing different topics.)

Directed Study course: **No**
  (See policy 207 for more information.)

Grading System: **Letter grades**

Delivery Mode: **Face-to-face only**

Expected frequency: **Twice per year**

Maximum enrolment (for information only)**: 36**

Prior Learning Assessment and Recognition (PLAR)

PLAR is available for this course.

Transfer Credit *(See **bctransferguide.ca**.)*

Transfer credit already exists: **No**

Submit outline for (re)articulation: **No**
  (If yes, fill in transfer credit form.)

Department approval	**Date of meeting:**	January 15, 2024
Faculty Council approval	**Date of meeting:**	April 5, 2024
Undergraduate Education Committee (UEC) approval	**Date of meeting:**	August 29, 2024

Learning Outcomes *(These should contribute to students' ability to meet program outcomes and thus Institutional 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 clients/residents, colleagues, and others.
4. Apply self-reflection and self-appraisal processes in order to increase one's own effectiveness in interpersonal contexts.

Recommended Evaluation Methods and Weighting *(Evaluation should align to learning outcomes.)*

Quizzes/tests:	50%		%		%
Assignments:	50%		%		%

Details:

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

Typical Instructional Methods *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Texts and Resource Materials *(Include online resources and Indigenous knowledge sources. Open Educational Resources (OER) should be included whenever possible. If more space is required, use the Supplemental Texts and Resource Materials form.)*

	Type	Author or description	Title and publication/access details	Year
1.	Textbook	Sorrentino, S.A.	Mosby's Canadian textbook for the support worker (5th Canadian ed.). Toronto: Elsevier Mosby.	2022
2.				
3.				
4.				
5.				

Required Additional Supplies and Materials *(Software, hardware, tools, specialized clothing, etc.)*

Videos, DVDs, tape recorders.

Course Content and Topics

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.
- Appreciating diversity of backgrounds.
- Culturally sensitive communication.
- Communicating with people who speak a different language from yours.
- What a caring response looks like.
- Differentiating between caring and non-caring communication in a variety of job-related situations.
- Recognize how different health care settings or health concerns may impact communication with the client, e.g., complex care, community care, or acute care settings.

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 communication.
- 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 and others.

Responding to others:
- Non-verbal listening skills.
- Using open-ended questions.
- Using paraphrasing/perception checking.
- Listening and responding empathically.
- Responding non-defensively to feedback, even when provided in a critical or confrontational manner.

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.
- Conflict management strategies

Electronic communications:
- Appropriate email communication, online etiquette (netiquette).
- Appropriate use of mobile devices in the workplace.