

AHLT 104 Professional Communication
Fall 2019

COURSE OUTLINE

The course description is available on the web:
<http://camosun.ca/learn/calendar/current/web/ahlt.html#ahlt104>

Ω Please note: This outline will not be kept indefinitely. Students are recommended to keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

1. Instructor Information

- (a) **Instructor** Jana Suraci
(b) **Office hours** Monday 1230-1520
(c) **Location** CHW 317
(d) **Phone** 250-370-3000 ext. 4755 **Alternative:**
(e) **E-mail** suracij@camosun.ca
(f) **Website**

2. Intended Learning Outcomes

Upon successful completion of this course a student will be able to:

- a) communicate professionally and in a culturally appropriate way with members of the public and health care team within ~~the~~ their role and scope.
- b) respond professionally to human diversity and varied health conditions within the clinical environment.
- c) discuss the necessity for allied health professionals to respond in a culturally safe manner, respecting and acknowledging the diverse personal histories of First Nations, Inuit and Métis peoples.
- d) demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

3. Required Materials

Required Textbook:

Hosley, J. & Molle, E. (2006). A Practical Guide to Therapeutic Communication for Health Professionals, 1st ed. St. Louis, MO: Elsevier

Optional Textbook:

Srivastava, R. (2007). *The Healthcare Professional's Guide to Clinical Cultural Competence*, 1st ed. Toronto, ONT: Mosby Elsevier

Desire-to-Learn (D2L):

D2L – the Camosun College online learning portal contains the remainder of the learning materials for this course. Students are expected to familiarize themselves with the online learning environment and all the features it has to make this course experience enriching. Log on at <https://online.camosun.ca/> to access these materials.

Additional resources may include, but are not limited to: lecture notes, PowerPoint slides, Laboratory Manuals, and hyperlinks. You may prefer to download lectures notes ahead of time (when available) and then write your notes directly onto copies of the slides.

D2L materials ***must not*** be considered your sole source of information! They merely summarize the main points and provide direction for your learning experiences. You may need to write down additional information in each lecture. Additionally, not all details can be covered in a lecture, and you will be required to refer to textbook material that is not discussed specifically in class.

AHLT 104 is an interactive course that uses a variety of teaching and learning modes: presentation of information by instructor, discussion, group process, self-reflective learning, self-directed study and audio-visual.

4. Course Content and Schedule

Week	Date	Topic	Reading/Preparation
1	Sept 6	<ul style="list-style-type: none"> • Introduction to Course • Learning Styles 	
2	Sept 13	<ul style="list-style-type: none"> • Empathy • Relational messages • Interpersonal Communication Skills • Active Listening Skills 	<ul style="list-style-type: none"> • Chapter 1 • D2L
3	Sept 20	<ul style="list-style-type: none"> • Communication Competencies 	<ul style="list-style-type: none"> • Chapter 3 • D2L
4	Sept 27	<ul style="list-style-type: none"> • What is Culture? • How does culture influence us? 	<ul style="list-style-type: none"> • Chapter 2 pgs. 27-28 • D2L <i>Optional text - Chapters 1 & 3</i>
5	Oct 4	<ul style="list-style-type: none"> • Written Communication • Presentation Styles Quiz #1	<ul style="list-style-type: none"> • Chapter 7 • D2L
6	Oct 11	<ul style="list-style-type: none"> • Social Media • Roles & Responsibilities • Educating patients • Work Place Policies 	<ul style="list-style-type: none"> • Chapter 4 • D2L
7	Oct 18	<ul style="list-style-type: none"> • Assertive Skills • Conflict Management • Interpersonal Conflict • Disagreement • Giving & Receiving Feedback 	<ul style="list-style-type: none"> • Chapter 8 • D2L
8	Oct 25	<ul style="list-style-type: none"> • Stress related disorders, treatments and interventions • Psychological disorders 	<ul style="list-style-type: none"> • Chapter 5 pgs. 112-128 • D2L • <i>Optional text - Chapter 11</i>
9	Nov 1	<ul style="list-style-type: none"> • Cultural differences in communication • Respect for diversity • Privilege • What can we learn from other cultures? • How can culture inform our practice • 	<ul style="list-style-type: none"> • D2L • <i>Optional text - Chapters 2, 4,5 & 7</i>
10	Nov 8	<ul style="list-style-type: none"> • Child abuse, elder abuse & neglect • Duty to report Harassment and violence in the workplace • Quiz #2 	<ul style="list-style-type: none"> • D2L
11	Nov 15	<ul style="list-style-type: none"> • Impairments to Communication • Managing difficult emotions • Preventing distress & working with patients who are angry or uncooperative 	<ul style="list-style-type: none"> • Chapter 2 • Chapter 6 • D2L • <i>Optional text -Chapter 7</i>
12	Nov 22	Culture Presentations	
13	Nov 29	<ul style="list-style-type: none"> • Feedback Loop 	
14	Dec 6	Quiz #3 and Take Home Essay	

5. Basis of Student Assessment (Weighting)

Quiz #1: 5%

Quiz #2: 5%

Quiz #3: 5%

Take Home Essay: 15%

Labs and Homework: 30%

Culture Presentation (Group Assignment): 40%

Total: 100%

6. Grading System

- Standard Grading System (GPA)
- Competency Based Grading System

7. Recommended Materials to Assist Students to Succeed Throughout the Course

CONDUCT POLICIES

It is the student's responsibility to become familiar with the content of these policies. The policies are available in each School Administration Office, Registration, and on the College web site in the Policy Section.

[Academic Policies and Procedures](#)
[Student Conduct Policy](#)

LEARNING SUPPORT AND SERVICES FOR STUDENTS

There are a variety of services available for students to assist them throughout their learning. This information is available in the College Calendar, Registrar's Office or the College web site at

<http://www.camosun.ca>

MRT PROFESSIONAL CODE OF ETHICS

Camosun College Medical Radiography Technology students are expected to abide by the Canadian Association of Medical Radiation Technologist (CAMRT) Code of Ethics inasmuch as it applies to them in the learning and clinical environments. This information is available on the CAMRT website at:

[CAMRT Code of Ethics](#)

MRT Department Policies & Procedures

Camosun College Medical Radiography Technology students are responsible for knowing all of the MRT Department Policies and must abide by them, including dress codes & lab safety procedures.

<http://camosun.ca/learn/school/health-human-services/student-info/handbooks.html>

8. College Supports, Services and Policies

Immediate, Urgent, or Emergency Support



If you or someone you know requires immediate, urgent, or emergency support (e.g., illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts:

<http://camosun.ca/about/mental-health/emergency.html> or

<http://camosun.ca/services/sexual-violence/get-support.html#urgent>

College Services

Camosun offers a variety of health and academic support services, including counselling, dental, centre for accessibility, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit Student Services at

<http://camosun.ca/services>

College Policies

Policies are available on the College website at <http://camosun.ca/about/policies>. Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with college policies.

Education and academic policies include, but are not limited to, [Academic Progress](#), [Admission](#), [Course Withdrawals](#), [Grading](#), [Involuntary Health and Safety Leave of Absence](#), [Prior Learning Assessment](#), [Medical/Compassionate Withdrawals](#), [Sexual Violence and Misconduct](#), [Standards for Awarding Credentials](#), [Student Ancillary Fees](#), [Student Appeals](#), and [Student Penalties and Fines](#).

Student Conduct Policy

The [Student Conduct Policy](#) provides clear expectations of appropriate academic and non-academic student conduct and establishes processes for resolution of conduct issues or the imposition of sanctions for inappropriate conduct. It is the student's responsibility to become familiar with the content of this policy.

A. GRADING SYSTEMS

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>

The following two grading systems are used at Camosun College:

1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4

65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes.

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.