John Collins Consulting Inc.
PO BOX 60036 Okotoks RPO Olde Towne, AB, T1S 0N4
Ph: (587) 354-3835
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COURSE OUTLINE – PROFESSIONAL COMMUNICATIONS IN NURSING (PCRN008)

COURSE DESCRIPTION

This course reviews the basic tenets of nursing communications. It, then, provides a more in-depth examination of the applications of these tenets in the various contexts of nursing practice and nursing relationships. Specific skills are explored with regard to the means of developing them and each one's relevance to the goals of the particular nurse-client relationship. The use of the various communication strategies and skills at points in the nurse-client relationship process are highlighted. The course also discusses communications in the context of the healthcare team as the means of enacting collaborative relational practice.

Pre-requisites: Graduation from an entry-level nursing program.

Co-requisites: None.

LEARNING OUTCOMES

Upon completion of this course, participants will be able to:

- State the basic tenets of nursing communications
- Describe the process of skills development
- Identify the relevant application of particular communication skills in particular contexts of care.
- Identify where particular communications are unhelpful and how those interactions can be improved
- Describe the use of effective communications to establish and maintain a collaborative approach in nursing and interdisciplinary healthcare teams
- Identify the place of documentary practices in nursing communications
- Explain the benefits and pitfalls of electronic communications in nursing

Course Hours:

4 contact hours per week, for 6 weeks. (N.B. These hours are estimates only.)

Modes of Instruction and Learning

This course is delivered through online modes of teaching and learning. This includes reading and literature search, short assignments, critiquing and providing responses to various case scenarios. The course also includes feedback and critique, provided by the education consultant, on the participant's work and progress.

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Assessment and Evaluation

Participants are required to achieve a '**Complete**' or **'Mastery'** grade in all assessable components of the course in order to receive a certificate of completion. The specific criteria for success will vary with the type of assignment and are indicated in each assignment description. Generally, participants will be able to resubmit up to 3 times when a learning activity is deemed by the education consultant as not meeting or addressing some or all of the competencies. The number of resubmissions allowed in each learning activity is at the education consultant's discretion.

Though we strive to respond to learning activity submissions within 3 to 5 days, they will be graded within a maximum of 14 days. We ask course participants to contact the office and provide a reminder if they have not heard from us **by 10 business days after submission** of an assignment. Exceptions to these timeframes apply under unusual circumstances, such as when a participant registers for a course and then delays starting or begins the course and is then absent for an extended period of time. Additionally, participants are expected to complete and submit assignments progressively over the duration of the course; it is not acceptable for a participant to suddenly submit multiple assignments over one or two days. Participants should follow the directions provided in the course. In any of these situations, the normal timeframe for return of assignments may be extended at the discretion of, and according to the needs of, the education consultant.

Required Textbooks

Textbooks may be available online, in e-format or for purchase through publishers or other brokers. You might also be able to borrow these texts from your local community college library – You are permitted to copy one chapter or 10% of a book for education purposes.

1. Arnold, E.C. & Underman Boggs, K. (2016). Interpersonal Relationships: Professional Communication Skills for Nurses (7th ed.) St. Louis, MO: Elsevier.
2. Haddad, A., Doherty, R., & Purtilo, R., (2019). Health Professional and Patient Interaction (9th ed.). St. Louis, MO: Elsevier.

Attendance and Participation

You are expected to be working on the course and learning activities on a regular basis and to indicate to the education consultant how you are progressing or if you need assistance to progress. Failure to maintain regular communication for a prolonged period (30 days) could result in your being withdrawn from the online learning centre. A reinstatement fee of $100.00 may be payable should you wish to continue with the course after this time. If you repeat the same failure to maintain communication for a **second time**, you will be required to pay another reinstatement fee of $100.00. If you repeat the same failure to maintain communication for a **third time**, or if you are absent for a period of six months without communication (even if this is your first time failing to communicate regularly), you will have to pay the entire course and administration fees over again. Decisions in this regard are at the sole discretion of JCC Inc.

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The deadline for completing this course is officially set at 10 weeks from the date you first log onto the course-specific site. However, if you maintain regular activity and progress in the course, and communicate when you anticipate an extended period of absence, this deadline will not be applied.

Technical Issues (Reminder)

Technical problems can arise from a number of sources in online learning programs. Participants having technical difficulties should report them to JCC Inc. as soon as possible by e-mail, fax or phone. The general Moodle site or e-mail will be used to notify participants of any known issues. Please read the front page on Moodle (before logging in) and check your e-mail frequently to keep aware of current conditions and issues. Participants will not be penalized for technical problems which arise from our LMS or the Server. Requests for assistance will be given priority responses.

Withdrawal & Refund Policy

To withdraw from continuing education at JCC Inc., all participants must provide written notice. The date upon which this written notice is received will be used to determine the amount of any potential refund based upon the following policy:

(a) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed within 4 calendar days since the participant received the introductory email[1], then JCC Inc. may retain 30% of the tuition.

(b) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed after 4 calendar days and within 12 calendar days since the participant received the introductory email[1], then JCC Inc. may retain 50% of the tuition.

(c) If written notice of withdrawal is received by JCC Inc. or a participant is dismissed at any point after 12 calendar days since the participant received the introductory email[1], then JCC Inc. may retain 100% of the tuition.

***N.B.:** Notice must be received by e-mail to info@jcollinsconsulting.com by 4:00 p.m. (PST) on or before the days stated above.

[1] The introductory email provides the participant's username and password which grant access to the Online Learning Centre. The introductory email is considered to have been received by the participant when JCC Inc. sends it to the email address provided by the participant in the application form.

All program participants are required to read the "Site Policies" on the Online Learning Centre front page. The URL sent to you in the registration e-mail, with your username and password, will take you to this page. These documents have important policy information and assistance with assignments. You will be subject to the policies and expectations outlined in these documents, therefore, it is critical that you read them before starting your module/course.