



# COURSE OUTLINE

**Course Name:** Interpersonal Communications

**Course Number:** HRCA 1105

**Number of Credits:** 3.0

**Effective Date:** September 2018

**Course Description:**

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

**School or Centre:**

Health Sciences

**Year of Study:**

1st Year Post-secondary

**Course History:**

Revised Course

**Name of Replacing Course (if applicable):**

**Course Pre-requisites (if applicable):**

Admission to the Health Care Assistant/ESL program

**Course Co-requisites (if applicable):**

ELSK 0701, HRCA 1103, HRCA 1120, HRCA 1122, HRCA 1130, HRCA 1140

**PLAR (Prior Learning Assessment & Recognition)**

No  Yes (details below):

### **Instructional Strategies:**

Lecture  
Variety of group activities  
Online activities

### **Course 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, colleagues and others:
4. Apply self-reflection, and self-appraisal processes in order to increase own effectiveness in interpersonal contexts.

### **Program Learning Outcomes:**

Upon completion of the Health Care Assistant/ESL Program, graduates will be able to:

1. Provide person-centred care and assistance that recognizes and respects the uniqueness of each individual client.
2. Use an informed problem-solving approach to provide care and assistance that promotes the physical, psychological, social, cognitive and spiritual well-being of clients and families.
3. Provide care and assistance for clients experiencing complex health challenges.
4. Provide care and assistance for clients experiencing cognitive and/or mental health challenges.
5. Interact with other members of the healthcare team in ways that contribute to effective working relationships and the achievement of goals.
6. Communicate clearly, accurately and in sensitive ways with clients and families within a variety of community and facility contexts.
7. Provide personal care and assistance in a safe, competent and organized manner.
8. Recognize and respond to own self-development, learning and health enhancement needs.
9. Perform the care provider role in a reflective, responsible, accountable and professional manner.

## Evaluation/Grading System

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		C+ = 64% + satisfactory journal assignment

## Components and Weighting of the Assessment/Evaluation Plan:

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Midterm Exam	30	Multiple choice exam
Final Exam	35	Multiple choice exam
Assignments	35	Written assignment
Assignments		satisfactory written reflective journal (as per rubric)
Participation		Mandatory attendance as per department requirements
	<b>Total</b>	<b>100</b>

## Learning Environment/Type

Instruction Type	Hours Per Instruction Type	Comments
L - Classroom	60	
	<b>Total</b>	<b>60</b>

## Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

**Course Topics:**

1. Introduction to Interpersonal Communication.
2. Knowledge of Self.
3. Non-Verbal Communication.
4. Responding to Others.
5. Conflict Management and Resolution.

## **VCC Education and Education Support Policies**

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about/governance--policies/policies/>

To find out how this course transfers, visit the BC Transfer Guide at [www.bctransferguide.ca](http://www.bctransferguide.ca).

### **FOR COMMITTEE USE ONLY**

<b>Approved by Curriculum Committee:</b>	May 15, 2018	<b>Approved by Education Council:</b>	
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