



# CURRICULUM GUIDELINES

**A: Division: Instructional**

**Date:**

**April 26, 2000**

**B: Department/ Home Support / Resident Care  
Program Area: Attendant**

**New Course**

**Revision**

**X**

**If Revision, Section(s) Revised:**

**I. Course Corequisites  
J. Course for which this  
course is a prerequisite  
Q. Means of Assessment**

**Date Last Revised:**

**December 2, 1997**

**C: HSRC 102**

**D: Human Relations: Inter-personal Communication**

**E: 2**

**Subject & Course No.**

**Descriptive Title**

**Semester Credits**

**F: Calendar Description:**

This course is designed to provide students with the knowledge and skills necessary to communicate effectively with a variety of individuals and groups in care-giving situations. By focusing on self-awareness and an increased understanding of others, the course will assist the learner to explore the relationship between values and beliefs and effective interpersonal communication. It will also assist the learner to develop and use effective communication techniques that demonstrate personal awareness, empathy, assertiveness, active listening, and conflict resolution abilities. This course provides the foundation for Healing: Special Needs in Home Support/Resident Care.

**G: Allocation of Contact Hours to Types of  
Instruction/Learning Settings**

**Primary Methods of Instructional Delivery and/or  
Learning Settings:**

**Lecture**

**Number of Contact Hours: (per week / semester  
for each descriptor)**

**36 hrs per semester**

**Number of Weeks per Semester:**

**H: Course Prerequisites:**

**None**

**I. Course Corequisites: (recommended)**

**HSRC 100 + HSRC 101 + HSRC 110 +  
HSRC 111 + HSRC 112**

**J. Course for which this Course is a Prerequisite:**

**HSRC 113**

**K. Maximum Class Size:**

**35**

**L: PLEASE INDICATE:**

☐

**Non-Credit**

☒

**College Credit Non-Transfer**

☐

**College Credit Transfer:**

**Requested**

☐

**Granted**

☐

**SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS ([www.bccat.bc.ca](http://www.bccat.bc.ca))**

**M: Course Objectives/Learning Outcomes**

This course is based on the competencies as outlined in the Provincial Curriculum Guide for Home Support and Resident Care Attendant Programs, 1992.

In this course, students will have opportunities to:

1. Describe the characteristics and qualities of caring interpersonal communication within the context of the care-giver role.
2. Use the principles of self-awareness and self-caring to promote effective interpersonal communication in the care-giving environment.
3. Demonstrate effective communication skills appropriate for use with clients, families, residents, and co-workers.

**N: Course Content**

1. Caring communication
  - define communication
  - characteristics of caring communication
  - group/team communication
  - communication with the family
  - types of communication – verbal, non-verbal etc.
2. Self-awareness and self-caring in communication
  - culture and diversity
  - beliefs and values
  - self-disclosure
  - cross-cultural issues in communication
  - stress and communication style
  - barriers to communication
3. Communication techniques
  - perception checking
  - active listening
  - self-disclosure
  - conflict resolution
  - advocacy
  - empathy

**O: Methods of Instruction**

1. Lecture
2. Group discussion
3. Audio-visual materials
4. Role play / demonstration

**P: Textbooks and Materials to be Purchased by Students**

1. A list of recommended materials is provided to students at the beginning of the semester.

**Q: Means of Assessment**

Course evaluation is consistent with Douglas College course evaluation policy. An evaluation schedule is presented at the beginning of the course.

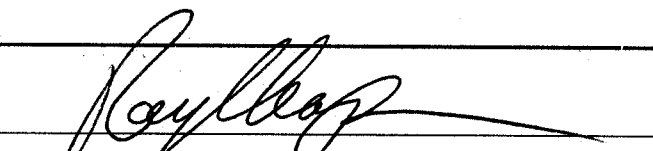
This is a Mastery course. Mastery is granted when 70% is achieved on student assignments.

**R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR**

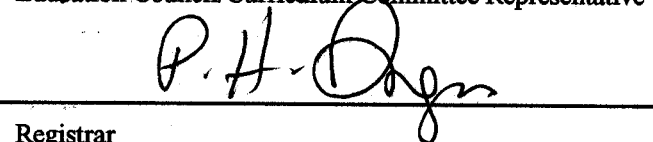
Yes



Course Designer(s)

  
Education Council/Curriculum Committee Representative

Dean/Director

  
Registrar