



EFFECTIVE: SEPTEMBER 2003

CURRICULUM GUIDELINES

A. Division: Instructional

Effective Date:

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

Revision

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New Course

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If Revision, Section(s)
Revised:

**I. Course
Corequisites
J. Course for which
this course is a
prerequisite
Q. Means of
Assessment
Date of Previous Revision:
April 26, 2000
Date of Current Revision:
March 18, 2003
E: 2**

C: HSRC 102

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

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 Type 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: 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: <table><tr><td><input type="checkbox"/></td><td>Non-Credit</td></tr><tr><td><input checked="" type="checkbox"/></td><td>College Credit Non-Transfer</td></tr><tr><td><input type="checkbox"/></td><td>College Credit Transfer:</td></tr></table> SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bccat.bc.ca)			<input type="checkbox"/>	Non-Credit	<input checked="" type="checkbox"/>	College Credit Non-Transfer	<input type="checkbox"/>	College Credit Transfer:
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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.

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