



Contra Costa College Course Outline

Department & Number	Medic 224	Number of Weeks per term	18
Course Title	Communication Skills for the Healthcare Professional	Lecture Hours per term	54
Prerequisite	Medic 150	Lab Hours per term	
Co-requisite		*HBA per term	
Prerequisite or concurrently		Activity Hours per term	
Challenge Policy	A "C" or better on a challenge exam or equivalent course taken	Units	3
Advisory			

***HOURS BY
ARRANGEMENT:**

Hours per term.

ACTIVITIES: (Please provide a list of the activities students will perform in order to satisfy the HBA requirement):

COURSE DESCRIPTION

This course offers an opportunity to learn and apply in daily life and work the principles of effective interpersonal communication. Content is based on psychological, social, cultural and linguistic factors that affect normal person-to-person interaction. Special attention is given to the application of effective communication skills in the workplace as a professional in the healthcare field.

COURSE OBJECTIVES

At the completion of the course the student will be able to:

Identify aspects of the interpersonal communication process and the causes of breakdown in communication
Explain the effect of self-concept on communication
Identify and practice techniques of good listening
Explain the role of nonverbal communication in interpersonal relationships
Apply methods of effective communication across the life span
Apply methods of effective multicultural communication
Demonstrate the ability to conduct a helping interview for problem resolution
Apply methods of effective communication to stressed, anxious, fearful, angry, depressed clients, as well as those with life-altering illness, grief, and substance use disorders
Create a project on a communication skill vital to the student

COURSE CONTENT: (In detail; attach additional information as needed and include percentage breakdown)

13.3	%	Introduction to the study of communication: influences, self-awareness, professional application, the communication cycle, verbal/nonverbal communication, listening skills
13.3	%	Effective multicultural communication: barriers, cultural diversity and communication
13.3	%	The helping interview: components of the interview, identification of the problem, questioning techniques, roadblocks to communication, problem resolution
6.7	%	Effective interpersonal communication across the life span: infants, children, adolescents, adults, elder adults
13.3	%	Effective interpersonal communication and stressed/anxious clients
13.3	%	Effective interpersonal communication and fearful, angry or aggressive clients
6.7	%	Effective interpersonal communication and depressed clients
6.7	%	Effective interpersonal communication and clients with life-altering illness
6.7	%	Effective interpersonal communication and clients experiencing loss, grief, dying, and death
6.7	%	Effective interpersonal communication and clients with substance use disorders

METHODS OF INSTRUCTION

Lecture/discussion, power-point presentations, role-plays and group exercises, readings, giving and hearing oral
presentations, audio-visual resources

INSTRUCTIONAL MATERIALS

Textbook Title:	Therapeutic Communications for Health Care
Author:	Tamparo & Lindh
Publisher:	Delmar Cengage Learning
Edition/Date:	3 rd ed, 2008

NOTE: To be UC transferable, the text must be dated within the last 5 years OR a statement of justification for a text beyond the last 5 years must be included.

COURSE EXPECTATIONS (Use applicable expectations)

Outside of Class Weekly Assignments

Hours per week

Weekly Reading Assignments	3
Weekly Writing Assignments	2.5
Weekly Math Problems	
Lab or Software Application Assignments	
Other Performance Assignments	.5

STUDENT EVALUATION: (Show percentage breakdown for evaluation instruments)

30	%	Exams
20	%	Home assignments and participation
10	%	Project
40	%	Final Exam

GRADING POLICY (Choose LG, CR/NC, or SC)

Letter Grade
 90% - 100% = A
 80% - 89% = B
 70% - 79% = C
 60% - 69% = D
 Below 60% = F

Pass / No Pass
 70% and above = Pass
 Below 70% = No Pass

Student Choice
 90% - 100% = A
 80% - 89% = B
 70% - 79% = C
 60% - 69% = D
 Below 60% = F
 Or 70% and above=Pass
 Below 70% = No Pass

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