



BSN Program
NURS-3313: Nurse as a Therapeutic Communicator
Syllabus

Instructor: Cheryl McKenna, RN, MSN
Carole McKenzie, PhD, RN
Instructor Email: Cheryl.McKenna@tamuc.edu
Carole.McKenzie@tamuc.edu
Office Location: Nursing Building
Office Hours: By appointment
Nursing Department: 903-886-5315
Office Fax: 903-886-5729

COURSE INFORMATION

Materials- Textbooks, Readings, Supplementary Readings:

Textbook(s) Required:

American Psychological Association (2009). *Publication manual (6th Ed.)*. Washington, DC: American Psychological Association (ISBN: 1433805618). OR
Purdue OWL (Online Writing Lab): <http://owl.english.purdue.edu/owl/resource/560/01/>
Arnold, E. & Boggs, K.U. (2010). *Interpersonal relationships: Professional communication skills for nurses (6th Ed.)*. Philadelphia: W.B. Saunders. (ISBN: 1437709443).
Sheldon, L.K. & Foust, J. B. (2014). *Communication for Nurses: Talking with Patients(3rd Ed.)*. Boston, MA: Jones and Bartlett Learning. (ISBN: 978-1-4496-9177-6).

COURSE DESCRIPTION

Emphasis is on caring communication as an essential dimension of professional nursing. Theories are presented to explain the dynamic relationship between human behavior, health, and illness, and the impact of interpersonal relationship skills to effect positive changes in individuals and their families. Nurse communication in the role of educator will be introduced as part of the teaching/learning course content. (3 credit hours)

Student Learning Outcomes:

1. Identify the purpose of therapeutic communication between nurse and client.
2. Apply concepts of group dynamics and communication principles to work groups.
3. Discuss methods for communicating effectively in organization settings.
4. Describe methods to handle conflict through interpersonal negotiation when it occurs.
5. Identify communication barriers in professional relationships, including disruptive behaviors.
6. Use written, verbal, non-verbal, and emerging technology methods to communicate effectively.
7. Describe the relationship of caring behaviors to each step of the nursing process.

9. Explain how problems/concerns are revealed through specific communication strategies.
10. Demonstrate therapeutic communication skills and processes to affect positive changes in individuals from diverse populations.
11. Identify culturally appropriate communication strategies in selected cultures.
12. Demonstrate caring communication responses to common emotional behaviors.
13. Identify strategies to manage conflict situations and reduce anger.
14. Demonstrate responsibility for own learning.
15. Demonstrate the acquisition of effective reading abilities essential for therapeutic communication.
16. Identify the appropriate use of social media in the practice of professional nursing.

COURSE REQUIREMENTS

Instructional / Methods / Activities Assessments

This course consists of a series of activities and assessments to assist you in achieving the outcomes/objectives for the course. Each week you will complete various combinations of online assignments, activities, readings, etc.

Grading

Grades will be determined as follows:

Medical Terminology Module (Weaver)	5%
Exam 1	20%
Exam 2	20%
Exam 3	20%
Assignments/Exercises	10%
Culture Presentation /Group Dynamic Paper	25%
Total	100%

Grading Scale:

A = 90-100

B = 80-89

C = 75-79

D = 67-74

F = 66 and Below

A minimum grade of 75 is required to pass the course.

TECHNOLOGY REQUIREMENTS

The following information has been provided to assist you in preparing to use technology successfully in this course.

-Internet access/connection-high speed recommended (not dial up)

-Word Processor (MS Word, or Word Perfect)

Additionally, the following hardware and software are necessary to use eCollege:

Our campus is optimized to work in a Microsoft Windows environment. This means our courses work best if you are using a Windows operating system (XP, Vista, or 7) and a recent version of Microsoft Internet Explorer (6.0, 7.0, 8.0, or 9.0).

Your courses will also work with Macintosh OS X or better along with a recent version of Safari (5.1 is now available). Along with Internet Explorer and Safari, eCollege also supports the Firefox browser (3.0) on both Windows, and Mac operating systems.

It is strongly recommended that you perform a “Browser Test” prior to the start of your course. To launch a browser test, login to eCollege, click on the “myCourses” tab, and then select the “Browser Test” link under Support Services.

COMMUNICATION AND SUPPORT

Communication between faculty and students is primary and taken seriously. Preferred communication methods are individualized office hours, email, or via office phone. If a phone call is not answered please leave a message and send an e-mail using the direct e-mail link on the course home page. You will be treated with collegial respect and you are expected to communicate likewise in a professional manner.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures:

1. Class Cancellation: In the event that a class is canceled, the student is expected to do the readings and complete the objectives for that day. The content will still be included on examinations. The material in this syllabus and dates identified in the Course Calendar are subject to change.
2. Students who miss an exam must make an appointment with the course instructor.
3. As an adult learner and responsible professional, the student is responsible for reading and completing assignments prior to class and for being prepared to participate in discussions over the assigned material. It should not be expected that all material will be covered in class. Students are expected to come to class prepared.
5. Assignments must be handed in on time. Assignments submitted late without prior arrangement with the classroom instructor will receive a 0.

Students with Disabilities:

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gee Library

Room 132

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

StudentDisabilityServices@tamuc.edu

Student Conduct Code – Refer to the BSN Student Guide

Students must adhere to standards of professional and academic conduct. Academic misconduct involves any activity that tends to compromise the academic integrity of the University, or subvert the educational process, including, but not limited to, cheating, plagiarism, falsifying academic records, misrepresenting facts and any act designed to give unfair academic advantage to the student or the attempt to commit such an act. Students are responsible for their own academic honesty and for reporting violations of academic honesty by others.

COURSE OUTLINE / CALENDAR

Text: Arnold/Boggs Interpersonal Relationships

Date	Content	Reading Assignment
1/23	Intercultural Communication Communicating in Groups Project (Culture Presentation/Group Dynamics Paper) Due 5-1	Arnold/Boggs -11,12 Sheldon/Foust- 4
2/13	Theoretical Perspectives & Contemporary Dynamics Professional Guides to Action in Interpersonal Relationships	Arnold/Boggs -1,2 Sheldon/Foust- 1,2, 3
(2/17)	Exam 1 (Chapters 1, 2, 11, 12)	
2/27	Clinical Judgment: Critical Thinking:Ethical Decision Making The Nurse-Client Relationship	Arnold/Boggs -3,5 Sheldon/Foust- 5
<u>3/10-3/14</u>	<i>Spring Break</i>	
3/20	Bridges / Barriers in Therapeutic Relationships Role Relationship Patterns	Arnold/Boggs -6, 7
3/24	Exam 2 (Chapters 3, 5, 6, 7)	
4/3	Communication Styles Developing Therapeutic Communication Skills	Arnold/Boggs -9,10 Sheldon/Foust- 6, 7, 8
4/17	Resolving Conflict between the Nurse and Client Communication with Other Health Care Professionals	Arnold/Boggs -14,23 Sheldon/Foust-18, 19, 21
4/21	Exam 3 (Chapters 9, 10, 14, 23)	
4/24	Group Dynamics Paper Due by 4PM	
5/1	<i>Culture Presentations</i>	