



A POLYTECHNIC INSTITUTION

School of Health Sciences

Program: Bachelor of Science in Nursing

Option:

NURS 7055**Professional Interpersonal Communication for
Leadership and Management in Nursing Practice****Start Date:** August, 2008**End Date:** December, 2008**Total Hours:** 45 **Total Weeks:** 15**Term/Level:** 4 **Course Credits:** 3**Hours/Week:** 3 **Lecture:** **Lab:** 2**Shop:** **Seminar:** 1 **Other:****Prerequisites**

Course No.	Course Name
NURS 1050	Interpersonal Communication
NURS 3038	Level III Practicum
NURS 3034	

NURS 7055 is a Prerequisite for:

Course No.	Course Name
NURS 7030	Nursing Practicum 5
NURS 7134	Nursing Practicum 6
NURS 8300	Leadership in Nursing

Corequisite

Course No.	Course No.
NURS 4032	Level IV Practicum

■ Course Description

As front line managers around the clock nurses must be able to connect with, respond to, and manage complex, intense, ever changing practice situations. In these leadership roles nurses are expected to act quickly and effectively using sensitivity, judgment, knowledge, and interpersonal communication skills. In this course students will build on their interpersonal skills to act as leaders, capable of challenging and influencing client behaviors, health choices, clinical decisions, institutions, systems, and health policy. Emphasis will be placed on developing competency to connect with and respond to situations where there is an imbalance of power, resistance, conflict, loss, a need for negotiation, a need for advocacy (self and others), and a need for delegation to other health care practitioners. Students will increase their abilities to respond effectively where intense emotional reactions are experienced. Students will increase their interpersonal effectiveness to project a more credible self-image to their professional community and to the public in their professional capacity.

■ Evaluation

1. Participation in own learning and development	25%
2. Analysis of two conflict situations:	50%
• conflict within (25%).	
• conflict with another(s) (25%).	
3. Presentation of research and analysis of an interpersonal scenario	25%
TOTAL	100%

Comments:

1. All course components must be completed to achieve a passing grade.
2. Assignment details, guidelines, and evaluation criteria are contained in the course syllabus.

■ **Course Learning Outcomes/Competencies**

Upon successful completion, the student will be able to:

1. use nursing and interpersonal communication theory to build on and advance their knowledge and communications skills for leadership roles in nursing.
2. analyze and critically evaluate their experiences and conversations with clients, other health care colleagues, and agencies for increased self-awareness and growth in interpersonal communications.
3. demonstrate increased competency to respond effectively in interpersonal situations where intense emotional reactions are experienced (anger, loss, grief, powerlessness, suffering):
 - advanced listening skills.
 - advanced empathetic communication.
4. demonstrate increased competency to work effectively and confidently in current nursing practice environments with practitioners of varying orientations and scope of practice in class simulations, discussions, and assignments:
 - immediacy.
 - challenging skills.
 - techniques for responding when under pressure.
 - skills for taking the lead in clinical situations and decisions.
 - negotiation skills.
 - delegating skills.
 - conflict resolution skills.
5. recognize, adapt, and build on interpersonal skills for establishing partnerships with clients and colleagues in community nursing settings.
6. recognize and develop interpersonal capacities and skills to project a more credible self-image to their professional community and with the public in a professional capacity:
 - promoting and advocating for clients and health.
 - prevention of illness.
 - setting of health policy.
 - advocating for self and for the nursing profession.

■ Instructor(s)

Linda Barratt

Office Location: SE12-418

Office Phone: 604-432-8915

E-mail Address: linda_barratt@bcit.ca

Michelle Penny
(course leader)

Office Location: SE12-418

Office Phone: 604-454-2209

E-mail Address: michelle_penny@bcit.ca

■ Learning Resources**Required:**

- Selected required readings are assigned throughout the course and indicated on the class schedule in the course syllabus. These are required readings for all students and are contained in a booklet for purchase in the BCIT Bookstore.
- *Dealing with Conflict Instrument* by Alexander Hiam — purchase in the BCIT Bookstore.

Course Bibliography:

An extensive bibliography is included in the course syllabus. This bibliography will assist students with their learning. Readings may be suggested to individual students during the course. The research assignments for the course require that students use some resources from the bibliography.

■ Information for Students

(Information below can be adapted and supplemented as necessary.)

The following statements are in accordance with the BCIT Student Regulations Policy 5002. To review the full policy, please refer to: <http://www.bcit.ca/~presoff/5002.pdf>.

Attendance/Illness:

In case of illness or other unavoidable cause of absence, the student must communicate as soon as possible with his/her instructor or Program Head or Chief Instructor, indicating the reason for the absence. Prolonged illness of three or more consecutive days must have a BCIT medical certificate sent to the department. Excessive absence may result in failure or immediate withdrawal from the course or program.

Academic Misconduct:

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances are prohibited and will be handled in accordance with the 'Violations of Standards of Conduct' section of Policy 5002.

Cheating, Fabrication, Plagiarism, and/or Dishonesty:

First Offense: Any student in the School of Health Sciences involved in an initial act of academic misconduct — **cheating, fabrication, plagiarism, and/or dishonesty** will receive a Zero (0) or Unsatisfactory (U) on the particular assignment and may receive a Zero (0) or Unsatisfactory (U) in the course, at the discretion of the Associate Dean.

Second Offense: Any student in the School of Health Sciences involved in a second act of academic misconduct — **cheating, fabrication, plagiarism, and/or dishonesty** will receive a Zero (0) or Unsatisfactory (U) on the particular assignment and may receive a Zero (0) or Unsatisfactory (U) in the course, and the Associate Dean will recommend to the BCIT Vice-President, Education and/or President, that the student be expelled from the program.

■ Information for Students (cont'd.)

Attempts:

Students must successfully complete a course within a maximum of three attempts at the course. Students with two attempts in a single course will be allowed to repeat the course only upon special written permission from the Associate Dean. Students who have not successfully completed a course within three attempts will not be eligible to graduate from their respective program.

Accommodation:

Any student who may require accommodation from BCIT because of a physical or mental disability should refer to BCIT's Policy on Accommodation for Students with Disabilities (Policy #4501), and contact BCIT's Disability Resource Centre (SW1-2300, 604-451-6963) at the earliest possible time. Requests for accommodation must be made to the Disability Resource Centre, and should not be made to a course instructor or Program area.

Any student who needs special assistance in the event of a medical emergency or building evacuation (either because of a disability or for any other reason) should also promptly inform their course instructor(s) and the Disability Resource Centre of their personal circumstances.

■ Learning Process Threads

- **Professionalism:** Students build on their existing knowledge of interpersonal communication skills and begin to acquire advanced knowledge, attitudes, and skills for managing difficult interpersonal situations. This includes a knowledge base of the behavior dynamics of anger, powerlessness, hopelessness, grief, conflict, and resistance. Students consistently demonstrate commitment to the emotive aspects of professional caring.
- **Professional Growth:** Students take responsibility for their learning by presenting and working with student-generated scenarios. They contribute to others' learning by sharing their understanding, articulating their thinking processes, and challenging the thinking of others.
- **Systematic Inquiry:** The experiential nature of the course is enhanced by the intellectual processes of reasoning and reflection. Students will analyze situations that are facilitated by questioning, self-evaluation, analysis of situations, and feedback.
- **Creative Leadership:** Responding effectively to challenging communication situations is a competency that enhances the leadership process by transforming self, others, and organizations. Safety and operational performance are enhanced. Students learn to resolve conflict, to demonstrate respect and understanding, and to increase motivation and morale.

■ Assignment Descriptions**1. Participation in Own Learning and Development (25%)**

The purpose of this assignment is to identify current and ongoing learning needs for improved interpersonal competency in nursing practice. Students will develop a learning agreement and revise it weekly as your insights are gained in the course. This assignment will reflect the students' participation in their own learning through ongoing self-reflection and participation in the course. Awareness of self and how others may be affected by their communication will be reflected upon. Students will be graded on the depth of self-exploration conducted or evident in their agreement and on their demonstrated degree of commitment to the development of their professional interpersonal capacities.

Details of the assignment are contained in the course syllabus.

- (1) Agreement due date: August 26, 2008
- (2) Final agreement, notes of learning, and summary due date: November 25, 2008 (last day of class)

2. Presentation of Research and Analysis of an Interpersonal Situation (25%)

The purpose of this assignment is to demonstrate the knowledge and professional interpersonal skills for:

- (1) understanding and responding to nursing practice situations at deeper levels of meaning.
- (2) when nursing partnerships are threatened.
- (3) managing reluctance and resistance in relationships and to the change process.

Details of the assignment are contained in the course syllabus.

Presentation Dates:

Group 1 of each set	September 9
Group 2 of each set	September 16
Group 3 of each set	September 23

3. Analysis of Two Conflict Situations (50%)

The purpose of this assignment is to demonstrate knowledge and understanding of intrapersonal and interpersonal conflict and conflict resolution in nursing practice situations. Students will identify and analyze two conflict situations (conflict within and interpersonal) arising from their nursing practice. The student will demonstrate the application of a collaborative conflict resolution process to their situation and analyze their effectiveness in resolving the conflict. Students will draw on both learned conflict resolution theory and skills, and all previously learned interpersonal communication skills.

Details of this assignment are contained in the course syllabus.

Due Date: October 28, 2008