NUR 111
Communication

Description: This module introduces the concept of communication. Emphasis is placed on the types of communication, basic communication, reporting/recording, assertive communication, and chain of command.

Learning Outcomes:

Upon completion of this module the student will be able to:

1. Describe the various communication modalities.
2. Utilize the principles and techniques of basic communication to interact with clients and other interdisciplinary team members.
3. Actively documents and reports client care to nursing and interdisciplinary team members.
4. Identify blocks to effective communication.
5. Describe communication as a two-way process and an active process.
6. Utilize skills for effective communication.

Learning Resources:

Text: Fundamentals of Nursing (Textbook of Choice)
Website: IOM Competencies of Healthcare Providers [http://www.iom]
Lab: Practice verbal and written communication skills.
    Demonstrate various cultural and age-appropriate approaches for effective communication, i.e. Positive Physical Appearance for Elderly Clients.
DVD: Communication Techniques
Discussion Group
Handouts
Computer Base Presentations
Video/Voice Recording

Learning Activities:

Communicating one to one exercise
Active listening exercise
How are you going to communication exercise
The good, the bad, the ugly of documentation exercise
Narrative Nursing Notes Practice
Clinical Assessment Tools Practice
Practice and effective end of shift report

Evaluation:

Unit Exams
Lab Competencies
Clinical Performance Evaluation
Self Evaluation