

1	Course title	Concepts of Therapeutic Communication
2	Course number	5701208
3	Credit hours	2
	Contact hours (theory, practical)	2 hours
4	Prerequisites/corequisites	5701203
5	Program title	BSc of Nursing
6	Program code	3
7	Awarding institution	The University of Jordan
8	School	Faculty of Nursing
9	Department	Nursing department
10	Level of course	2
11	Year of study and semester (s)	2/3
12	Final Qualification	
13	Other department (s) involved in teaching the course	
14	Language of Instruction	English
15	Teaching methodology	<input type="checkbox"/> Blended <input checked="" type="checkbox"/> Online
16	Electronic platform(s)	<input checked="" type="checkbox"/> e-learning <input checked="" type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input checked="" type="checkbox"/> Zoom <input type="checkbox"/> Others.....
17	Date of production/revision	

18 Course Coordinator:

Name: Dr Mahmoud Al Kalalkeh

Office number: 235

Phone number:

Email:

19 Other instructors:

Name:

Office number:

Phone number:

Email:

Name:

Office number:

Phone number:

Email:

20 Course Description:

As stated in the approved study plan.

This course is considered an introduction to the various methods that help nursing students to interact effectively with the patient, family and professional colleagues. The course focuses on the strategies and principles of communication that help nursing students to interact positively with patients with different illness and suffering, and the mechanisms of teamwork among health care providers. The psychosocial aspect of illness and health will also be addressed. Therapeutic communication skills are the tools to be used by the students. Also students learn the principles of abstract thinking and basic concepts necessary for carrying out his/her duties in the future, as a professional nurse.

21 Course aims and outcomes:

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A- Aims:

B- Intended Learning Outcomes (ILOs):

Upon successful completion of this course, students will be able to:

PLOs ILOs of the course	PLO (1)	PLO (2)	PLO (3)	PLO (4)
1. Describe the communication process, types of communication, therapeutic communication to meet the needs of the patient's situation.	1.1.1 Describe the basic concepts of communication including communication process and its components	1.1.2 Explain the importance of communication and therapeutic communication to nurses and clients.	1.1.3 Identify the models, types, and levels of communication.	1.1.4 List components and strategies involved in professional relationships with health care professionals, patients, and people with special needs.
2. Discuss the communication skills required to facilitate responsive with clients and health team	2.1.1 Analyze the nursing actions to the different communication model	2.1.2 Discuss the communication skills and therapeutic communication strategies.	2.1.3 Differentiate between verbal and non-verbal communication techniques.	2.1.4 Discuss behaviors necessary for providing effective feedback.
3 Develop therapeutic communication skills in the nurse –client relationship.	3.1.1 Integrate the nursing communication encounters by using communication theories.	3.1.2 Apply effective communication skills in different situations.	3.1.3 Utilize therapeutic communication skills and strategies while providing caring for patients and those with different needs.	3.1.4 Apply principles of professional communication while working with other health care team
4 Utilize ethical, values and beliefs to resolve conflict and utilize solution with patients and health care provider.	4.1.1 Appraise strategies involved in professional relationships while working with clients and health care team.	4.1.2 Utilize communication skills to resolve different types of organizational conflict.	4.1.3 Value the communication skills based on evidence and critical thinking process for overcoming communication barriers while working with those with different needs.	

22. Topic Outline and Schedule:

Week	Lecture	Topic	Intended Learning Outcome	Learning Methods* /platform	Evaluation Methods**	Resources
1	1.1	Orientation to the course & Communication overview		Synchronous & Asynchronous lecturing		11-18
2	2.1	Basic concepts of communication <ul style="list-style-type: none"> • Definition of communication • The communication process • Factors influencing the communication process 	I	Synchronous & Asynchronous lecturing	Quiz Assignment	11-18 113-242
3	3.1	<ul style="list-style-type: none"> • Importance of communication in nursing • Effective communication • Barriers of communication • Communication skills <ul style="list-style-type: none"> ✓ Active Listening ✓ Giving constructive Feedback ✓ Questioning skills ✓ Giving Presentation 	I & II	Synchronous & Asynchronous lecturing	Quiz Assignment	113-242

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4	4.1	Models of communication	II	Synchronous & Asynchronous lecturing	Quiz Assignment	21-28
5	5.1	<ul style="list-style-type: none"> • Types of communication • Verbal Communication & Non verbal Communication • Level of communications <ul style="list-style-type: none"> ✓ Human communication ✓ Health communication 	II	Synchronous & Asynchronous lecturing	Quiz Assignment	89-188
6	6.1	<ul style="list-style-type: none"> • Level of communications 	I & II	Synchronous & Asynchronous lecturing	Quiz Assignment	34-58 339
7	7.1	Therapeutic communication and non-therapeutic communication	III	Synchronous & Asynchronous lecturing	Quiz Assignment	147-148
8	8.1	Therapeutic communication and non-therapeutic communication	III	Synchronous & Asynchronous lecturing	Quiz Assignment	147-148
9	9.1	Communication in nursing (Evidence based)	III	Synchronous & Asynchronous lecturing	Quiz Assignment	479-497
10	10.1	Communication with health care professionals	III	Synchronous & Asynchronous lecturing	Quiz Assignment	10-18 199-200
11	11.1	Communication with special needs	IV	Synchronous & Asynchronous lecturing	Quiz Assignment	399-400 395-416

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		(communication with children)				
12	12.1	Communication with special needs (communication with adult and elderly)	IV	Synchronous & Asynchronous lecturing	Quiz Assignment	417-420 206-218
13	13.1	Communication with special needs Communication of sensory deficit	IV	Synchronous & Asynchronous lecturing	Quiz Assignment	433-452
14	14.1	Communication with special needs (communication with clients in stressful situations)	IV	Synchronous & Asynchronous lecturing	Quiz Assignment	433-452
15	15.1	Revision				

- Teaching methods include: Synchronous lecturing/meeting; Asynchronous lecturing/meeting
- Evaluation methods include: Homework, Quiz, Exam, pre-lab quiz...etc

23 Evaluation Methods:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	Intended Learning Outcome	Period (Week)	Platform
Midterm Exam	25	1-8	I-IV	4	JUEXAMS
Assignment	10				
Quizzes	10				
Class participation	5				
Final Exam	50	ALL	I-IV	10	JUEXAMS

24 Course Requirements

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(e.g: students should have a computer, internet connection, webcam, account on a specific software/platform...etc):

25 Course Policies:

A- Attendance policies:

B- Absences from exams and submitting assignments on time:

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

E- Grading policy:

F- Available university services that support achievement in the course:

26 References:

A- Required book(s), assigned reading and audio-visuals:

Arnold E., & Boggs, K., (2019). *Interpersonal relationships, professional communication skills for nurses*. (8th ed.), USA. Sanders Company.

B- Recommended books, materials and media:

1. Riley, J.B. (2017). *Communication in nursing*, 8th ed, Mosby, Elsevier.
2. Riley, J.B. (2012). *Communication in nursing*, (7th ed.), Mosby
3. Aggarwal, S. (2009). *Essential communication skills*. New Delhi-Ana Book.
4. 5. Jordanian Nursing Council. (2016). *National Standards and Core Competencies for Registered Nurse*. Amman, Jordan.

27 Additional information:

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Name of Course Coordinator: -----Signature: ----- Date: -----

Head of Curriculum Committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of Curriculum Committee/Faculty: ----- Signature: -----

Dean: ----- Signature: -----