



Form: Course Syllabus	Form Number	EXC-01-02-02A
	Issue Number and Date	2/3/24/2022/2963 05/12/2022
	Number and Date of Revision or Modification	
	Deans Council Approval Decision Number	2/3/24/2023
	The Date of the Deans Council Approval Decision	23/01/2023
	Number of Pages	06

1	Course title	Concepts of Therapeutic communication	
2	Course number	5701208	
3	Credit hours	2 Credit Hours	
	Contact hours (theory, practical)	2 hours	
4	Prerequisites/corequisites	None	
5	Program title	B.Sc. in Nursing	
6	Program code	-	
7	Awarding institution	The University of Jordan/ Aqaba Campus	
8	School	School of Nursing	
9	Department	Nursing	
10	Course Level	Second year	
11	Year of study and semester (s)	2024-20245 1 st semester	
12	Other department (s) involved in teaching the course	-	
13	Main teaching language	English	
14	Delivery method	<input type="checkbox"/> Face to face learning <input type="checkbox"/> Blended <input checked="" type="checkbox"/> Fully online	
15	Online platforms(s)	<input checked="" type="checkbox"/> Moodle <input checked="" type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom	
		<input type="checkbox"/> Others.....	
16	Issuing/Revision Date	22/10/2024	



17 Course Coordinator:

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18 Other instructors:

None

19 Course Description:

Now more than ever, effective communication skills are key to successful patient care and positive outcomes. This course helps students to develop skills in communicating effectively with clients, families, and colleagues in order to achieve treatment goals in health care. It highlights a variety of foundational communication concepts to enhance the nurse-client relationship through proven communication strategies as well as an emphasis placed on personal awareness of self as a communicator and its impact on others. Concepts of empathy and various styles of communication for effective interactions are explored. A variety of learning activities will be utilized to maximize effective communication strategies for the workplace using case scenarios and class discussions.



20 Course aims and outcomes:

Program Intended Learning Outcomes:

PLO's	*National Qualifications Framework Descriptors*		
	Competency (C)	Skills (B)	Knowledge (A)
1.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Choose only one descriptor for each learning outcome of the program, whether knowledge, skill, or competency.

A- Aims:

B- Students Learning Outcomes (SLOs):

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

Course ILOs #	The learning levels to be achieved					
	Remember	Understand	Apply	Analyse	Evaluate	Create
1. Analyze the elements of the communication process.				X		
2. Discuss proper verbal and nonverbal communication skills for the healthcare professional.			X			
3. Develop effective interviewing skills.						X
4. Identify the benefits of effective professional communication and behavior.	X					
5. Explain roadblocks to therapeutic communication.					X	
6. Discuss the legal restrictions and ethical issues associated with patient communication.			X			
7. Discuss proper communication skills for the healthcare professional.			X			
8. Discuss effective therapeutic communication skills.			X			



9. Explain why providing empathy and understanding to the patient is so important.					X		
10. Enhance sound ethical judgment with respect to clients' religion, rights, and legal issues within the professional relationship.							X
11. Discuss strategies for effectively working with patients who may be angry or anxious.				X			
12. Discuss the most recent evidence-based articles related to communication skills with patients, colleagues, and families.				X	X		
13. Build strategies for effective communication with with patients and other members of the healthcare team							X

PLO's CLO's	1	2	3	4	5	6	7	Descriptors**		
								K	S	C
1.	X							X		
2.	X				X					X
3.	X				X				X	
4.		X		X				X		
5.		X								X
6.		X	X			X				X
7.			X						X	
8.			X	X					X	
9.				X				X		
10.				X						X
11.		X	X						X	
12.							X			X
13.						X			X	

21. Topic Outline and Schedule:

Week	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Evaluation Methods	Resources



1	introduction			exam	
	Caring, Comforting Communicating (1)	3.1, 5.1, 2.1			
	Caring, Comforting Communicating (3)		Face to Face	exam	Kozier (2020)
2	Principles of communication Interpersonal communication, therapeutic communication.	2.1, 3.4, 6.1	Face to Face	exam	Servellen,G.(2018)
Week	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Evaluation Methods	Resources



3	<p>Self-concept and self awareness</p> <p>JOARI windows, self - awareness</p> <p>Intrapersonal communication positive self-talk,</p>	1.1, 2.1, 3.1, 5.1,	Face to Face	exam	Kozier (2020)
4	<p>The Communication Process</p> <p>Therapeutic Communication</p> <p>A Definition of Communication</p> <p>The Five Steps of the Communication Process</p>	1.1, 2.1, 3.1, 5.1,	Face to Face	exam	



5	Nonverbal Communication Gestures, Facial Expressions, Gaze Patterns,	1.2, 2.2, 3.2, 5.2, 2.14, 3.4, 6.1	Face to Face	exam	Servellen,G.(2018)
	Personal Space				
	Proper Interpretation of Nonverbal Communication, Congruency with Verbal Messages				
6	Verbal Communication Definition , The Purposes of Using Clear Language for	1.3, 2.3, 3.3, 5.3, 2.4, 3.4, 6.1	Face to Face	exam	McCorry, L. K(2016)
	Effective Verbal, Communication, Content and Word		Face to Face		



	Choice, Tone, Emphasis, Small Talk				
	Developing Skills for Listening		Face to Face		
7	Developing Skills for Paraphrasing What the Patient Says		Face to Face		
	Building of Rapport — Human Connection Focusing on the Patient and Keeping the Patient		Face to Face	exam	McCorry, L. K(2016)



<p>Talking Providing Empathy and Understan ding to the Patient The Differenc es between Empathy and Sympathy</p>				
<p>Do Not Talk about Yourself Instead of Talking about the Patient Do Not Tell the Patient You Know How They Feel Questions , Multiple</p>		<p>Face to Face</p>		<p>McCorry, L. K(2016)</p>



	Choice Questions Some Do's and Don'ts of Verbal Communication				
8	Professional Communication and Behavior Essential Interpersonal Skills for the Healthcare Professional: Tactfulness and Diplomacy, Courtesy and	2.6, 4.3, 2.4, 3.4, 6.1	Face to Face	exam	McCorry, L. K(2016)



<p>Respect, Empathy, Genuineness, Appropriate Self-Disclosure, Assertiveness versus Aggressiveness</p>				
<p>Communication Skills and Strategies Silent, Nonjudgmental, Showing Acceptance, Giving Recognition, Offering of Yourself,</p>	<p>2.4, 3.4, 4.4, 2.4, 3.4,6.1</p>			



<p>Giving the Patient the Opening, Leading the Discussio n, Making Observati ons, Encouragi ng Communi cation, Paraphras ing</p>				
<p>Roadbloc ks to Therape utic Commun ication Providing Easy Reassuran ce, Minimizi</p>			<p>exam</p>	<p>McCorry, L. K(2016)</p>



	ng the Patient's Feelings, Approvin g/Disappr oving, Agreeing/ Disagreei ng, Giving Your Own Advice, Becoming Defensive ,				
9	Roadblo cks to Therape utic Commun ication Ineffectiv e Coping Behaviou rs (defense mechanis ms)	2.4, 4.5, 2.4, 3.4, 6.1	Face to Face	exam	
	/ Patient's Behavior				



<p>Angry Patients Anxious Patients</p>				
<p>Communication with Other Members of the Healthcare Team— Your Colleagues: an Appropriate Means of Communication with Co-Workers, Assertive, not Aggressive, an Appropriate Time and Place for Important</p>				<p>McCorry, L. K(2016)</p>



	Communi cation				
10	Commu nication contribut e to trust and mistrust	2.1, 6.1, 2.4, 3.4, 6.1 2.2, 2.3, 3.6, 4.1, 5.6,6.1	Face to Face		Servellen,G.(2018)
	Interview ing Techniqu es: The Interview ee, The Setting, Types of Questions , The HCP- centered Interview versus the Patient- centered			exam	McCorry, L. K(2016)
	Interview ing Techniqu es: The Interview, Interviewi ng Guideline s, Pinpointi ng the				



	Chief Complaint or Present Illness Interviewing Techniques Interviewing Children and Adolescents				
11	Adapting Communication to a Patient's Ability to Understand	2.2, 2.3, 3.6, 4.1, 5.6, 6.1	Face to Face	exam	McCorry, L. K(2016)
12	Communication of bad news	2.2, 2.3, 3.6, 4.1, 5.6, 6.1		Face to Face	exam

22 Evaluation Methods:



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

Evaluation Activity	Mark	Topic(s)	CLOs	Period (Week)	Platform
midterm	30	1.2.3.4	1, 2, 4, 5, 6, 7, 8	7	Face to face
Quiz1	10	Self-concept	2	5	online
Quiz2	10	Chapter 4	5	10	online
final	50	all	1-13	15	Face to face

23 Course Requirements

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

24 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:

25 References:

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

McCorry, L. K., & Mason, J. (2020). Communication skills for the healthcare professional. 2nd edition. Wolters Kluwer Health/Lippincott Williams & Wilkins.



Servellen,G.(2018) communication skills for the health care professional, concepts, practices, and evidences.3rd edition. Jones and Bartlett publishers.

Berna. A, Snyder. S., (2016) Kozier and ERB's. Fundamentals of Nursing Concepts, Process, and Practice (10th Ed). Pearson/ printice Hall. New Jersey (394-429)

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<https://www.researchgate.net/publication/276319464>

B- Recommended books, materials and media:

Arnold, E. C., & Boggs, K. U. (2015). Interpersonal Relationships-E-Book: Professional Communication Skills for Nurses. Elsevier Health Sciences.

Parbury, J. (2016) Patient & person. 4th edition. Churchill livingston an imprint of Elsevier.

26 Additional information:

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Name of Course Coordinator: -Mohammad Abu sabra---Signature: -----Abu sabra-----Date:
23/10/2024-----

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

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

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

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