

Professional Communication for Nurses

Course Description

Professional Communication for Nurses focuses on the development and application of communication concepts and the application of nursing concepts. The course will assist in supporting nurses to meet the communication expectations of Registered Nurses in Canada.

This course will use role play, discussion, video and audio recording and other interactive teaching strategies to facilitate application of theoretical content.

Course Outcomes

By the end of the course the learner will:

1. Explore a variety of foundational communication concepts central to the development of a therapeutic nurse-client relationship.
2. Demonstrate professionalism and therapeutic interpersonal relationships in simulated nurse-client interactions.
3. Demonstrate assertiveness and professionalism in simulated health care provider interactions.
4. Use existing health and nursing information systems to manage nursing and health care data for client care (reporting, documentation, and telephone communication).

Format and Length of Course

The theory for this course is delivered entirely online, learners study and review materials on their own and in virtual groups. Learners will attend one mandatory learning lab session. The focus of the learning lab is application of theory and communication practice. Simulated patients and colleagues, role play, and active learning strategies will be used to foster learning.

Content

Units	Topics
1	Therapeutic Relationship <ul style="list-style-type: none">• Key concepts of therapeutic relationship• Phases of therapeutic relationship• Nonverbal and Verbal Communication• Communication techniques
2	Communicating With Diverse Patients <ul style="list-style-type: none">• Culture and Communication• Communication style• Diversity
3	Communicating With Families <ul style="list-style-type: none">• Communicating with Families• Support clients and families in dealing with change• Communication for education
4	Communicating with Health Care Providers <ul style="list-style-type: none">• Team Collaboration• Communicating with Team Members• Documentation• Telephone communication, standardized tools, email
5	Challenging Behaviours and Conversations <ul style="list-style-type: none">• Clients with Challenging Behaviours• Incivility
6	Communicating Therapeutically <ul style="list-style-type: none">• Communicating with patients who are angry, fearful, anxious or depressed• Communicating with an unpopular patient• Communication to support crisis, stress and loss• Maintaining boundaries• Maintaining privacy and confidentiality