

**J. Sargeant Reynolds Community College  
Course Content Summary**

**Course Prefix and Number:** HCT 110

**Credits:** 3

**Course Title:** Therapeutic Communication in the Health Care Setting

**Course Description:** Develops therapeutic relationship, communication and culture, problem-solving, electronic communication, techniques in therapeutic communication, and blocks to therapeutic communication. Addresses assertiveness, anger, and managing team conflict. Lecture 3 hours per week.

**General Course Purpose:** This is an introductory course in communication designed for students who are entering health care professions. Students enrolled in this course will learn basic communication strategies and explore different types of communication, such as interpersonal, small group, public, and therapeutic communication.

**Course Prerequisites and Co-requisites:**

None

**Course Objectives:**

Upon completing the course, the student will be able to

- a. Define verbal communication;
- b. Define nonverbal communication;
- c. Recognize and describe various communication styles;
- d. Identify techniques that contribute to effective listening;
- e. Demonstrate proper techniques when communicating in writing;
- f. Demonstrate techniques for improving conversational skills;
- g. Demonstrate techniques for improving group communication;
- h. Describe techniques for improving communications with technology;
- i. Define barriers to communication;
- j. Compare and contrast cultural aspects of communication;
- k. Describe communication strategies to resolve disagreements and conflicts;
- l. Describe negotiation strategies;
- m. Describe how to receive and deliver constructive criticism;
- n. Assess one's own communication choices and style; and
- o. Demonstrate mastery of content at levels of 70% or higher.

**Major Topics to Be Included:**

- a. Recognizing and understanding communication styles
  1. What is communication?
  2. Passive communication
  3. Aggressive communication
  4. Passive-aggressive communication
  5. Assertive communication
- b. Verbal communication
  1. What makes up verbal communication?
  2. How to use verbal communication effectively
  3. Verbal communication: case study
- c. Nonverbal communication
  1. Defining nonverbal communication

2. Why is nonverbal communication effective?
3. Reading nonverbal cues
4. Nonverbal communication: case study
- d. Written communication
  1. Using written communication appropriately based on workplace requirements (charting, memos, e-mail)
  2. Pros and cons of written communication
  3. Tips for avoiding misunderstandings in written communication
  4. Written communication: case study
- e. Cultivating conversational skills
  1. The importance of good conversational skills
  2. Active listening and feedback
  3. Be an engaging speaker
  4. Open-ended versus closed questions
  5. Conversational/active listening demonstration
- f. Communications technology
  1. Modern technologies
  2. Benefits of communications technology
  3. Drawbacks of communications technology
- g. Barriers to communication
  1. Physical impairments to communication
  2. Outside impediments affecting communication
  3. Medical jargon
  4. Personality conflicts and communication
  5. The downside of technology
  6. Putting it into action: case study
- h. Cultural aspects of communication
  1. What is culture?
  2. Working in a global community
  3. Cultural communication: case study
- i. Disagreements and conflicts
  1. Is conflict always bad?
  2. Avoiding conflict
  3. Fostering healthy conflict
  4. Conflict resolution
- j. Negotiation
  1. What is negotiation?
  2. Compromise
  3. Considering everyone's needs
  4. When negotiation fails
- k. Constructive criticism
  1. The critic-recipient relationship
  2. Personal criticism
  3. Offering criticism
  4. Receiving criticism
  5. Constructive criticism: self-reflection
- l. Group communication
  1. The basics of group dynamics
  2. Group interaction and communication
  3. How to be effective in groups
  4. Miscommunication

**Effective Date of Course Content Summary:** March 3, 2015