



**SCHOOL OF NURSING**  
**PERSONAL SUPPORT WORKER PROGRAM**  
**COURSE OUTLINE**

**COURSE NAME:** BUILDING SUPPORTIVE RELATIONSHIPS  
**COURSE CODE:** COMM 1085  
**CREDIT HOURS:** 36  
**PREREQUISITES:** None  
**COREQUISITES:** None  
**EFFECTIVE DATE:** September, 2009  
**PROFESSOR:** Susana Sewlal  
**PHONE:** (416) 425 5000 ext 3501      **EMAIL:** [ssewlal@georgebrown.ca](mailto:ssewlal@georgebrown.ca)  
**PLAR ELIGIBLE:** YES ( ) NO (X)

**NOTE TO STUDENTS:** Academic Departments at George Brown College will NOT retain historical copies of Course Outlines. We urge you to retain this Course Outline for your future reference.

FOR OFFICE USE ONLY	
<b>ORIGINATOR:</b> Laura Bulmer, R.N.	August 22, 2006
SIGNATURE	DATE
<b>CHAIR:</b> _____	_____
SIGNATURE	DATE
<b>DATE OF REVISION:</b> August 22, 2008	

**EQUITY STATEMENT:** George Brown College values the talents and contributions of its students, staff and community partners and seeks to create a welcoming environment where equity, diversity and safety of all groups are fundamental. Language or activities which are inconsistent with this philosophy violate the College policy on the Prevention of Discrimination and Harassment and will not be tolerated. The commitment and cooperation of all students and staff are required to maintain this environment. Information and assistance are available through your Chair, Student Affairs, the Student Association or the Human Rights Advisor.

**STUDENT RESPONSIBILITIES:** Students should obtain a copy of the *Student Handbook* and refer to it for additional information regarding the grading system, withdrawals, exemptions, class assignments, missed tests and exams, supplemental privileges, and academic dishonesty. Students are required to apply themselves diligently to the course of study, and to prepare class and homework assignments as given. Past student performance shows a strong relationship between regular attendance and success.

## COURSE DESCRIPTION:

This course introduces students to the importance of communication and interpersonal skills essential to establishing and maintaining effective relationships with clients. The components of the message, the ways in which they are given and factors affecting communication are discussed. Problem solving and conflict resolution skills will be presented.

Students will also be introduced to the concept of individuality of all persons, their experiences, rights, interests and needs. Students will be given the opportunity to identify and examine their own beliefs, cultures, religions and values as well as those of classmates and clients.

The concepts introduced in this course are threaded throughout all courses which follow. The intent of this course is to introduce, rather than to provide extensive opportunity to apply all concepts.

## ESSENTIAL EMPLOYABILITY SKILLS:

As mandated by the Ministry of Training, Colleges and Universities essential employability skills (EES) will be addressed throughout all programs of study. Students will have the opportunity to **learn (L)** specific skills, to **practice (P)** these skills, and/or **be evaluated (E)** on the EES outcomes in a variety of courses. The EES include communication, numeracy, critical thinking & problem solving, information management, interpersonal and personal skills. The faculty for this course has indicated which of the EES are either Learned (L), Practiced (P) or Evaluated (E) in this course:

Skill	L	P	E	Skill	L	P	E
to communicate clearly, concisely and correctly in the written, spoken and visual form that fulfills the purpose and meets the needs of the audience	X	X	X	to locate, select, organize and document information using appropriate technology and information sources	X	X	X
to respond to written, spoken or visual messages in a manner that ensures effective communication	X	X	X	to show respect for the diverse opinions, values, belief systems, and contributions of others	X	X	X
to execute mathematical operations accurately				to interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals	X	X	X
to apply a systematic approach to solve problems	X	X	X	to manage the use of time and other resources to complete projects	X	X	
to use a variety of thinking skills to anticipate and solve problems.	X	X	X	to take responsibility for my actions, decisions and consequences	X	X	X
to analyze, evaluate, and apply relevant information from a variety of sources	X	X	X				

## **COURSE OUTCOMES:**

### **At the conclusion of this course the student will be able to:**

1. Incorporate knowledge of values and cultural sensitivity when providing customized client care.
2. Demonstrate use of therapeutic and effective communication skills
3. Identify possible effects on communication related to common vision, hearing, speech and language problems.
4. Modify communications techniques to meet the needs of the clients noted above.
5. Differentiate between the different documentation tools used in health care.

## **DELIVERY METHODS:**

The methods of instruction will include lectures, group discussions, case analysis, role-play, videotapes and pop quizzes.

## **LIST OF TEXTBOOKS AND OTHER TEACHING AIDS:**

1. Sorrentino, S.(2008) Mosby's Canadian Textbook for the Support Worker: 2<sup>nd</sup> Edition. Mosby: St. Louis.
2. Sorrentino, S.(2008) Mosby's Canadian Textbook for the Support Worker: 2<sup>nd</sup> Edition. (Workbook), Mosby: St. Louis.
3. Class handouts
4. Web CT

## **TESTING AND ASSIGNMENT POLICY:**

Students who are unable to attend class on a test day must notify the instructor *in advance*. It is the **student's responsibility** to discuss with the instructor any alternate arrangements in this situation.

E-mailed assignments will NOT be accepted under any circumstances.

Assignments should be completed in ink on the assignment sheet provided or typed.

Assignments done in pencil or deemed illegible will not be accepted for marking.

Assignments handed in late will have 1 mark (minimum) deducted per day to a total of 10 marks.

Assignments handed in 2 weeks after the due date will not be marked and the student will receive a mark of zero (0) for that assignment.

Assignments not handed in will result in an incomplete final mark.

## EVALUATION SYSTEM:

Attendance at all scheduled classes is imperative. Students missing 2 consecutive classes or 50% of the course material may be asked to complete a make up assignment; repeat the classes missed or repeat the entire course, as determined by the teacher in consultation with the promotions committee.

<b>Quiz #1</b>	<b>25%</b>
<b>Quiz #2</b>	<b>25%</b>
<b>Personal Journal</b>	<b>10%</b>
<b>Cultural Interview/Report</b>	<b>30 %</b>
<b>Documentation Assignment (In class)</b>	<b>10%</b>

## GRADING SYSTEM

The passing grade for this course is: **D**

A+	90-100	4.0	B+	77-79	3.3	C+	67-69	2.3	D+	57-59	1.3	Below 50	F	0.0
A	86-89	4.0	B	73-76	3.0	C	63-66	2.0	D	50-56	1.0			
A-	80-85	3.7	B-	70-72	2.7	C-	60-62	1.7						

Excerpt from the College Policy on Academic Dishonesty:

The *minimal* consequence for submitting a plagiarized, purchased, contracted, or in any manner inappropriately negotiated or falsified assignment, test, essay, project, or any evaluated material will be a grade of zero on that material.

To view George Brown College policies please go to [www.gbrownc.on.ca/policies](http://www.gbrownc.on.ca/policies)

