

**Covenant School of Nursing
Instructional Module 1 Learning Guide
Topic: Therapeutic Communication**

Learning Goals/Outcomes

Upon completion of this lesson, you will be able to:

- Assess factors that affect the process of communication
- Gain self-awareness of personal communication practices
- List barriers to therapeutic communication
- Implement techniques that enhance communication with patients, both those with and without special needs
- Identify the appropriate use of SBAR to improve patient safety

Pre-Class Preparation

Required:

Read

- Potter, P.A., Perry, A.G., Stockert, P.A., Hall, A.M., Fundamentals of Nursing, 9th ed., 2017.
Chapter 24 – Communication, pages 316-334.

Complete

- The online assignments listed in Learning Activities have a course due date that is documented in the Lesson information. It is recommended that you complete the activities prior to class for an introduction to the lecture.

An average score of 80% on each quiz in the assignment is required. Failure to complete the assignments by the due date will result in an absence – review your syllabus.

Additional Resources:

- SBAR Guidelines power point

Learning Activities

Classroom Activities:

- Lecture
- SBAR group scenarios

Laboratory/Clinical

- Communication in lab and clinical

Online/Out of Class:

- Go to My Evolve
Select Clinical Skills: Skills for Nursing Collection
Under Course Content, select Essentials Collection
The assignments are listed in alphabetical order.
The 3 assignments to be completed are:
 - Active Listening: Connecting with Others
 - Communicating Effectively on the Job
 - Dealing with Conflict

Evaluation Methods

<ul style="list-style-type: none"> Unit exam 	
Texas DECs	QSEN Competencies
I c, II g, IV d	PCC, T&C, INF
IM Student Learning Outcomes	NCLEX Test Plan
Collect accurate bio-psycho-social-spiritual-cultural patient data. Use communication methods required to provide safe, effective, and compassionate care. Engage in caring and professional behaviors. Choose resources to promote wellness while providing care. Teach health promotion consistent with basic nursing principles. (1, 2, 4, 5, 7)	HP & M: Health Promotion/Disease Prevention PI: Therapeutic Communication
Concepts	Faculty
Communication	D. Dutton, MSN, RNC-OB
Date originated: 07/02/2015	Revision Dates: 06/31/2017, 10/31/2017, 01/17/2018. 04/19/2018. 11/09/2018, 01/23/2019 04/17/2019, 09/24/2020