

**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
- List barriers to therapeutic communication
- Implement techniques that enhance communication with patients, both those with and without special needs
- Analyze 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, 10th ed., 2021.  
Chapter 24 – Communication, pages 322-344.

**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"> <li>• Unit exam</li> <li>• Clinical observation</li> </ul>	
<b>Texas DECs</b>	<b>QSEN Competencies</b>
<b>Knowledge</b> IB 7c; IIE 2, 3; IV 2 <b>Clinical Judgment and Behaviors</b> IB 8, IIE 7; IIE 9; IVA 2a	PCC, T&C, INF
<b>IM Student Learning Outcomes</b>	<b>NCLEX Test Plan</b>
1 - Collect accurate bio-psycho-social-spiritual-cultural patient data. 2 - Use communication methods required to provide safe, effective, and compassionate care. 4 - Engage in caring and professional behaviors. 5 - Choose resources to promote wellness while providing care.	HP & M: Health Promotion/Disease Prevention PI: Therapeutic Communication
<b>Concepts</b>	<b>Faculty</b>
Communication	D. Dutton, MSN, RNC-OB
<b>Date originated:</b> 07/02/2015	<b>Revision Dates:</b> 06/31/2017, 10/31/2017, 01/17/2018. 04/19/2018. 11/09/2018, 01/23/2019 04/17/2019, 09/24/2020. 02/09/2021

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*CSON Learning Guide (adopted 5-2015 by Faculty vote) – REV 9-2016*

DECs – IB(7.c.)