

Covenant School of Nursing
Instructional Module 7 Learning Guide
Topic: Professional Responsibilities

Learning Goals/Outcomes
<p>Upon completion of this lesson, you will be able to:</p> <ul style="list-style-type: none"> • Implement effective communication methods in the workplace environment. • Discuss conflict management techniques in the healthcare setting. • Compare and contrast civility, incivility, and lateral violence. • Distinguish among Kurt Lewin's steps in the process of planned change.
Pre-Class Preparation
<p>Required:</p> <ul style="list-style-type: none"> • Huber: <ul style="list-style-type: none"> o Communication Leadership o Change and Innovation o Power and Conflict • Review PowerPoint slides <p>Additional Resources:</p> <ul style="list-style-type: none"> • https://www.osha.gov/healthcare/workplace-violence • https://www.nursingworld.org/~49d6e3/globalassets/practiceandpolicy/nursing-excellence/incivility-bullying-and-workplace-violence--ana-position-statement.pdf • Communication: Therapeutic vs. Nontherapeutic - Fundamentals of Nursing - Principles @LevelUpRN - YouTube (https://www.youtube.com/watch?v=HHWDjGB4zos) • Best Practices for Efficiency, Conflict Management Strategies - Fundamentals @LevelUpRN - YouTube (https://www.youtube.com/watch?v=zuBpocUjbt4) • Conflict Management Fundamentals of Nursing - Leadership @LevelUpRN - YouTube (https://www.youtube.com/watch?v=QpUJKFXrGCQ) • Lewin's Change Theory - UnFreeze, Change, ReFreeze Method - YouTube (https://www.youtube.com/watch?v=p5pe7EGtjMw)
Learning Activities
<p>Classroom Activities:</p> <ul style="list-style-type: none"> • Lecture, discussion, communication activity <p>Laboratory/Clinical Activities:</p> <p>Out of Class Activities:</p> <ul style="list-style-type: none"> • https://youtu.be/kerDFvIn7hU (Lewin, Stage Model of Change, 8:07 mins)
Evaluation Methods

- Unit Exam

Texas DECs	QSEN Competencies
<p>Knowledge IA1 a-c, IB1, IB7a, b; IC2, IIA1b, IID1c, d; IIE7, IIH3, IIH5; IIIA1, IIIB3, IID1; IVA2, IVA3a; IVA3b, IVE4a</p> <p>Clinical Judgment/Behaviors IA1, IA3a, IB7, IB9, IC2, ID6, IID1, IIE6, IIE8, IIE9, IIH2 b, IIIA2, IIIB1</p>	<p>Teamwork and Collaboration Quality Improvement and Safety</p>
IM Student Learning Outcomes	NCLEX Test Plan
<p>2,4,6</p>	<ul style="list-style-type: none"> • Safe and Effective Care Environment <ul style="list-style-type: none"> - <i>Management of Care</i> - <i>Safety and Infection Control</i> - <i>Advocacy</i> - <i>Concepts of Management</i> - <i>Ethical Practice</i> - <i>Collaboration with Multidisciplinary Team</i>
Concepts	Faculty
<p>Interpersonal Relationships Communication Teamwork and Collaboration</p>	<p>SSpradling DNP, RN, NPD-BC, CCRN</p>
<p>Date originated: 5/16/2016</p>	<p>Revision Dates: 11/21/2016, 4/5/2017, 11/8/2017, 04/02/2018, 2/20/2020, 4/14/2021, 2/22/22, 7/23/23</p>

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

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