

**Covenant School of Nursing
Instructional Module 1 Learning Guide
Topic: 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 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) & 11th ed. (2023). Chapter 24: Communication

Complete

- **There are online HESI assignments that accompany this lesson, and they are listed on the HESI Recommended Due Date document located on the LMS. It is recommended that you complete the HESI assignments prior to class. An average score of 80% on each HESI assignment is required. Failure to complete the assignments by the due date listed on the document will result in failure to progress to the next module.**

Additional Resources:

- SBAR Guidelines on power point

Learning Activities

Classroom Activities:

- Lecture

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

- Unit exam
- Clinical observation

Texas DECs	QSEN Competencies
Knowledge I.B. 7c II.E. 2, 3 IV.A. 2 Clinical Judgment and Behaviors I.B. 8 II.E. 9 IV.A. 2a	PCC, T&C, INF
IM Student Learning Outcomes	NCLEX Test Plan
(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.	HP4: Health Promotion/Disease Prevention Psychosocial Integrity: Therapeutic Communication
Concepts	Faculty
Communication	Niki McAdams, MSN, RN
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. 02/09/2021, 08/17/2023