

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

Learning Goals/Outcomes
Upon completion of this lesson, you will be able to: • 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
Required: • Huber: - o Communication Leadership - o Change and Innovation - o Power and Conflict • Review PowerPoint slides Additional Resources: • 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
Classroom Activities: • Lecture, discussion, communication activity Laboratory/Clinical Activities: Out of Class Activities: • https://youtu.be/kerDFvln7hU (Lewin, Stage Model of Change, 8:07 mins)
Evaluation Methods
• Unit Exam

Texas DEC's	QSEN Competencies
Knowledge IA1 a-c, IB1, IB7a, b; IC2, IIA1b, IID1c, d; IIE7, IIH3, IIH5; IIIA1, IIIB3, IIID1; IVA2, IVA3a; IVA3b, IVE4a Clinical Judgment/Behaviors IA1, IA3a, IB7, IB9, IC2, ID6, IID1, IIE6, IIE8, IIE9, IIH2 b, IIIA2, IIIB1	Teamwork and Collaboration Quality Improvement and Safety
IM Student Learning Outcomes	NCLEX Test Plan
2,4,6	- Safe and Effective Care Environment - Management of Care - Safety and Infection Control - Advocacy - Concepts of Management - Ethical Practice - Collaboration with Multidisciplinary Team
Concepts	Faculty
Interpersonal Relationships Communication Teamwork and Collaboration	SSpradling DNP, RN, NPD-BC, CCRN
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