



**TRINITY**  
MEDICAL SCIENCES  
UNIVERSITY

SCHOOL OF  
BIOMEDICAL SCIENCES

## **COMMUNICATION SKILLS II**

### **ENGL 202**

#### **Course Description:**

The course builds on Communication Skills I and offers students practical experience for honing skills learnt in Communication Skills II so as to develop interpersonal communication competency.

**Credit: 3 credits**

**Repeatable: No**

#### **Course Structure:**

This course is delivered through a balance of theory and practice, by in-class participative lectures, group discussions and activities, group presentations and interviews role-play.

#### **Competencies:**

This course emphasizes competencies to enhance skills essential for a future health care professional.

- Knowledge
  - Demonstrate content knowledge and skills in foundational courses required by biomedical professionals
  - **Demonstrate information literacy**
  - Demonstrate quantitative reasoning
  - **Demonstrate longitudinal learning through coursework**
- Critical Thinking
  - **Develop the skills of self-reflection and peer assessment to improve personal performance**
  - **Demonstrate the ability to analyze literature and written material**
  - **Demonstrate the ability to distinguish between well-reasoned and poorly reasoned arguments**
- Communication Skills
  - **Demonstrate effective presentation skills to faculty and peers**
  - **Demonstrate effective listening skills**
  - **Demonstrate effective written communication**

**Objectives:**

Upon completion of ENGL 202, students should be able to:

- Communicate effectively in both speech and writing.
- Use critical thinking and problem-solving skills in analyzing information gathered through different media and from a variety of sources.
- Recognize, analyze and assess ethical issues and situations in healthcare encounters.
- Understand the commonalities and differences among culturally diverse people and what implications these can have on effective communication.
- Work individually and as a team to design effective formal and informal presentations.
- Develop and explore their individual style of communicating.

**Schedule:** Dates and times to be posted at the beginning of the term on the online calendar.

**Course Topics/Outline**

| Activity # | Lecture Topic  |
|------------|--|
| Week 1     | Conflict in Relationships                                  |
| Week 2     | Interpersonal Conflict; Conflict management Skills         |
| Week 3     | Conversation and Interviewing Skills, <b>Class Test 1</b>  |
| Week 4     | Perception and Power                                       |
| Week 5     | Clinical Communication Skills, <b>Class Test 2</b>         |
| Week 6     | Review 1   |
| Week 7     | <b>Mid Term Examination</b>                                |
| Week 8     | Cultural Diversity and its effect on Communication         |
| Week 9     | The Culture of Health Care and its effect on Communication |
| Week 10    | Handling Ill Patients, <b>Class Test 3</b>                 |
| Week 11    | Dealing with Difficult Encounters                          |
| Week 12    | Working as a Team, <b>Class Test 4</b>                     |
| Week 13    | Review 2   |
| Week 14    | <b>Final Examination</b>                                   |

**Assignments:**

Assignments will be posted at the beginning of each time with due dates.

**Textbooks and Reference Materials:****Required Texts:**

Gwen Marram Van Servellen. Communication Skills for Healthcare Professionals: Context, Concepts, Practice, and Evidence. 3<sup>rd</sup> Edition. Publisher: Jones & Bartlett Learning.

Roy Berko, Andrew Wolvin, Darlyn R. Wolvin, Joan E. Aitken. Communicating: A Social, Career, and Cultural Focus. 12<sup>th</sup> Edition. Publisher: Routledge.

**Additional Text:**

Julia. T. Wood. Interpersonal Communication: Everyday Encounters. 8<sup>th</sup> edition. Publisher: Cengage Learning.

Text will be supplemented with relevant handouts and copies of the modules presented in class.

**Evaluation:** Students are evaluated by four class tests, a midterm exam, a final exam, assignments and their attendance.

**Points:**

|                   |         |
|-------------------|---------|
|                   | *Points |
| Assignment        | 10%     |
| Quizzes           | 15%     |
| Mid Term          | 30%     |
| Final Examination | 40%     |
| Attendance        | 5%      |
| Total Points      | 100%    |

\*Points are approximate and may be adjusted during the term. Students will be notified of change.

**Grade:**

| Percent of points | Letter Grade |
|-------------------|--------------|
| 95 – 100%         | A(h)         |
| 90 – 94%          | A            |
| 85 – 89%          | B+           |
| 80 – 84%          | B            |
| 75 – 79%          | C+           |
| 70 – 74%          | C            |
| <70%              | F            |

**Attendance:**

The students must attend all the lectures, quizzes, and exams. Attendance in the class will be recorded. Students attended 80% or more will be awarded with 5% on total scoring system. Please note that absences due to illness or misadventure will be factored into the 20% of allowable absences if informed respective faculty or the Dean of Students.

**Policies:**

Professional Demeanor

The student should be thoughtful and professional when interacting with faculty and other students. Inappropriate behavior includes the use of offensive language, gestures, or remarks with sexual overtones. Students should maintain a neat and clean appearance, and dress in attire that is generally accepted as professional.

## Honesty

Students are expected to demonstrate honesty and integrity in all aspects of their education and in their interactions with faculty, administration, physicians, patients, and fellow students. They will not cheat, plagiarize, or assist others in the commission of these acts.

### **Faculty and Office Hours:**

Mrs. Jeannette France, Lecturer

Student can schedule an appointment by email.