





**Course Master Syllabus**

<b>CORE COMPETENCIES:</b> The following core competencies are embedded in this curriculum: Communicate effectively in both speech and writing; Use social science theories and concepts to analyze human behavior and social and political institutions and to act as responsible citizens; Understand ethical issues and situations; Address an information need by locating, evaluating and effectively using information.	
<b>LEARNING ASSESSMENT</b>	
<b><i>Student Learning Outcomes:</i></b>	<b><i>Suggested Means of Assessment:</i></b>
Recognize the communication barriers that exist between patients and healthcare workers	Written Exams, Graded homework
Demonstrate how the medical assistant can effectively communication with a patient’s family members	Written Exams, Role Play, Graded work products
Communicate effectively and therapeutically with patients across the age span to gather, document, and deliver information vital to the well-being of patients in the outpatient healthcare setting	Written Exams, Role Play, Graded work products, Role Play
Understand the use of verbal and non-verbal communication skills and how to use feedback techniques to gather information	Written Exams, Role Play, Graded work Products
Appreciate cultural diversity and understand how this impacts how the medical assistant communicates with and coaches patients in the medical environment	Written Exams, Role Play, Graded work products, Role Play
<b>GRADING SYSTEM:</b>	
A = 90 < 100	C+ = 77 < 80
B+ = 87 < 90	C = 75 < 77
B = 80 < 87	F = Below 75

**DISABILITY SERVICES STATEMENT:** Warren County Community College is committed to providing all students equal access to learning opportunities. Student Services is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Students who have, or think they may have, a disability (e.g. mental health, learning, vision, hearing, physical or systemic), are invited to contact Student Services to arrange a confidential discussion at (908) 835-2300 or by email at [StudentServices@Warren.edu](mailto:StudentServices@Warren.edu) as soon as possible. Students registered for Disability Services with Student Services, who have requested accommodations for the current semester will be provided with an electronic letter detailing individual accommodations and are encouraged to contact the instructor early in the semester to discuss accommodations outlined in their letter.



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**INSTRUCTIONAL SUPPORT CENTER:** The Instructional Support Center (ISC), located in Room 105 across from the library, provides academic support at no cost to WCCC students and is available for courses in which they are currently enrolled. The ISC is staffed with trained professional and peer tutors who are ready to help you understand and succeed. For scheduling or further information, visit the ISC in person, online at <http://www.warren.edu/tutoring/> or by telephone at (908)835-2354.

**STATEMENT AND POLICY ON CHEATING, PLAGIARISM AND ACADEMIC DISHONESTY:** Students are required to perform all the work specified by the instructor, and are responsible for the content and integrity of all academic work submitted. A violation of academic integrity will occur if a student: (1) knowingly represents work of others as one's own, (2) uses or obtains unauthorized assistance in any academic work, (3) gives fraudulent assistance to another student, or (4) furnishes false information or other misuse of college documents.

In cases of suspected violation of academic integrity, the incident is to be reported to the Office of Academics. A student found guilty of violating the rule of academic integrity by the Vice President of Academics will be considered to have failed in personal obligation to the College; such failure will be subject to disciplinary action by the College. Unless otherwise notified, the instructor will allow students who are pending disciplinary action to attend class.

**REQUIRED FORMAT FOR RESEARCH PAPERS:** Research papers written for any Warren County Community College class must conform to the required documentation style. Papers written for humanities (and some social science) classes will follow the most recent edition of the Modern Language Association (MLA) in-text citation and bibliographic methods. Social science and science papers will require the use of the most recent edition of the American Psychological Association (APA) in-text citation and bibliographic methods. History papers will require the use of the most recent edition of the Chicago Manual of Style (CMS) footnotes, citations and bibliographic methods.

Please consult with your instructor regarding the correct documentation style to use in his/her class.

**ATTENDANCE POLICY:** Students are expected to attend all class sessions of courses in which they are enrolled and are responsible for all material presented in class and all homework assignments.

Grades are based on the quality of work completed in meeting the requirements for a particular course, as stated in the course syllabus and catalog description.

Excessive absence may be considered sufficient cause for dismissal from class by an instructor or other appropriate college staff member. Any decision to exclude a student from class or the College due to excessive absence shall be subject to review by the President in accordance with established procedures. Students who have not attended class are not entitled to a refund of tuition.



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**WCCC HAYTAIAN & MAIER LIBRARY:** (908) 835-2336    <http://warren.libguides.com>

Check the Academic Calendar for specific holiday dates. Exceptions may apply during breaks and summer sessions. Any changes to the Library's hours are posted on the Library's web page and near the Library doors.

- **Passwords and Log-Ins**-The Library is responsible for resetting passwords for your Network account (email, computers, Wi-Fi, library resources, and printing). This cannot be reset over the phone. Please stop by the Library for help.
- **College IDs**-College IDs are required for all students. The Library is responsible for producing all ID cards. To get an ID card you must bring to the Library a current copy of your class schedule and another form of ID. Your student ID is also your library card and is needed to check materials out of the Library. Your first ID card is free and replacement cards are issued at a cost to the student.
- **Inter-Library Loan (ILL)**-The Library participates in a nation-wide inter-library loan program which is available free to all students and faculty. You can either submit ILL requests via the Internet (form available on the Library's web page) or in person at the circulation desk.

**TOPICAL OUTLINE:**

The Theorists, Therapeutic Communication, Multi-Cultural Therapeutic Communication, The Helping Interview, the Therapeutic Response Across the Life span to: Stressed and Anxious Patients, Fearful, Angry, Aggressive, Abused, or Abusive Clients, Depressed and/or Suicidal Clients, Patients with Substance Abuse Disorders, Patients with Life-Altering Illness and Clients Experiencing Loss, Grief, Dying, and Death

**The following MAERB Core Curriculum Competencies are taught and assessed in this course:**

**Cognitive Domain**

- V.C.1.      Identify styles and types of verbal communication**
- V.C.2.      Identify types of nonverbal communication**
- V.C.3.      Recognize barriers to communication**
- V.C.4.      Identify techniques for overcoming communication barriers**
- V.C.5.      Recognize the elements of oral communication using a sender-receiver process**
- V.C.11.     Define the principles of self-boundaries**



- V.C.14.      Relate the following behaviors to professional communication:**  
    a. assertive  
    b. aggressive  
    c. passive
- V.C.15.      Differentiate between adaptive and non-adaptive coping mechanisms**
- V.C.17.      Discuss the theories of:**  
    a. Maslow  
    b. Erikson  
    c. Kubler-Ross
- V.C.18.      Discuss examples of diversity:**  
    a. cultural  
    b. social  
    c. ethnic

**Psychomotor Domain**

- V.P.1.      Use feedback techniques to obtain patient information including:**  
    a. reflection  
    b. restatement  
    c. clarification
- V.P.2.      Respond to non-verbal communication**
- V.P.5.      Coach patients appropriately considering:**  
    a. cultural diversity  
    b. developmental life stages  
    c. communication barriers

**Affective Domain**

- V.A.1.      Demonstrate:**  
    a. empathy  
    b. active listening  
    c. nonverbal communication
- V.A.2.      Demonstrate the principles of self-boundaries**
- V.A.3.      Demonstrate respect for individual diversity including:**  
    a. gender  
    b. race  
    c. religion  
    d. age  
    e. economic status  
    f. appearance



**Warren**  
County Community College

**MED 179/679      Psychology &  
Therapeutic Communications**

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**GRADING METHODS:**

**ITINERARY:**