



Registered Nurses
Professional Development Centre

Professional Communication for Nurses

Course Description

Professional Communication for Nurses focuses on the development and application of communication concepts and the application of nursing concepts. The course assists in supporting nurses to meet the communication expectations of registered nurses in Canada. Classroom sessions will use role play, group discussion and other interactive teaching strategies to facilitate application of theoretical content.

Course Outcomes

By the end of the course the learner will:

1. Demonstrate that relational practice encompasses therapeutic nurse-client relationships and relationships among health care providers; and that it is the foundation for all nursing practice.
2. Engage in relational practice through a variety of approaches with (a) clients; (b) colleagues/staff.
3. Use existing health and nursing information systems to manage nursing and health care data for client care.

Format and Length of Course

This course is delivered with a blended approach, online plus three full-day classroom sessions (and another hour session for practical exam).

It takes 8 weeks to complete.

Content

Units	Topics
1	Therapeutic Relationship <ul style="list-style-type: none"> • Concepts and phases of therapeutic relationships • Nonverbal and verbal communication • Communication techniques
2	Communicating With Diverse Patients <ul style="list-style-type: none"> • Culture and Communication • Gender and Communication • Communication style factors
3	Communicating With Families and the Health Care Team <ul style="list-style-type: none"> • Strategies for communicating with families • Effective team collaboration • Barriers to team collaboration • Documentation • Standardized Communication Tools (e.g., SBAR, report) • Communication methods (e.g., email, telephone)
4	Communicating as a Professional <ul style="list-style-type: none"> • Being assertive • Acting as an advocate • Refusing unreasonable requests • Questioning orders, decisions, or actions of other team members
5	Leadership Skills <ul style="list-style-type: none"> • Aggressive colleagues/staff • Confrontation • Conflict management • Helping deal with change • Teaching • Feedback
6	Communicating Therapeutically <ul style="list-style-type: none"> • Communicating with patients who are angry, fearful, anxious or depressed • Communicating with an unpopular patient • Communication to support crisis, stress and loss • Maintaining boundaries • Maintaining privacy and confidentiality