South Central College

CHW 1055 Communication Skills and Cultural Competence

Common Course Outline

Course Information

Description
This course provides the content and skills in communication to assist community health workers in effectively interacting with a variety of clients, their families and a range of healthcare providers. Students will learn about communicating verbally and non-verbally, listening and interviewing, networking, building trust and working in teams. Students will practice communication skills in the context of a community’s culture and the cultural implications that can affect client communication. It is offered online. (Prerequisite: CHW 1045: Coordination, Documentation and Reporting)

Total Credits 2.00
Total Hours 32.00

Types of Instruction

Instruction Type Credits/Hours
Lecture 2/32

Pre/Corequisites

Prerequisite CHW 1045: Coordination, Documentation and Reporting

Institutional Core Competencies

Intercultural knowledge and competence: Students will recognize and understand the rich and complex ways that group and individual inequalities and interactions impact self and society.

Teamwork and problem-solving: Students will demonstrate the ability to work together cohesively with diverse groups of persons, including working as a group to resolve any issues that arise.

Written and oral communication: Students will communicate effectively in a range of social, academic, and professional contexts using a variety of means, including written, oral, numeric/quantitative, graphic, and visual modes of communication.

Course Competencies

1 Demonstrate culture appropriate verbal and non-verbal communication when interacting with clients, their families and healthcare providers.
   Learning Objectives
   Describe important factors for effective oral communication and its impact within different cultural contexts.
   Identify non-verbal body language.

2 Employ active listening and interviewing skills to collect and share relevant information.
Learning Objectives
Demonstrate active listening skills
Apply appropriate communication strategies for clients in special needs.

3 Apply basic medical terminology.

Learning Objectives
Use basic medical terminology.
Understand and "translate" medical terminology into basic language for clients.

4 Recognize the uniqueness of and resulting implications of the community culture on the health and well being of clients.

Learning Objectives
Identify differences between key community cultures and subcultures.
"Translate" the implications of cultural contexts on the health and well being of clients.

5 Support clients and health care providers in "translating" culture specific behaviors in order to promote needed services and resources.

Learning Objectives
Interact with clients and providers within the cultural context of the community and the American health care system.
Act as a liaison between the client and the health care system.

6 Use networking skills to ensure proper engagement of services/resources for clients and their families.

Learning Objectives
Identify skills and opportunities for networking.
Use networking strategies to secure needed services and resources.

7 Build trust between the CHW, clients, other providers and the community.

Learning Objectives
Identify the elements of building trust with others
Apply trust building skills with a variety of clients and providers.

8 Demonstrate skills and abilities to work with and within diverse teams.

Learning Objectives
Describe the dimensions of effective teamwork.
Apply skills in teamwork to achieve the mission and goals of diverse teams.

SCC Accessibility Statement
If you have a disability and need accommodations to participate in the course activities, please contact your instructor as soon as possible. This information will be made available in an alternative format, such as Braille, large print, or cassette tape, upon request. If you wish to contact the college ADA Coordinator, call that office at 507-389-7222.

Disabilities page http://southcentral.edu/academic-policies/disability-rights.html