



University of Wisconsin – Stevens Point
School of Health Care Professions



Course Title: AT 362 Professional Development and Communication (3 cr) Section 1

Instructor: Beth Kinslow

Office: 129 HEC

Office Phone: (715)346-2409

E-mail: bkinslow@uwsp.edu

Cell Phone: (715)498-1068

Office Hours: By appointment

Available between 8am-8pm M-F

Course Description:

Professional and interpersonal relationships are multidimensional and highly complex in health related fields. The manner in which these provider-client relationships are developed and nurtured can directly influence social culture and desired outcomes. Examine how verbal and non-verbal communication strategies can enhance effective relationships with the patient, client or athlete.

Learning Outcomes: *Professional Development and Communication students will*

1. Understand the importance of verbal and written communication.
2. Comprehend the basic processes of effective interpersonal and cross-cultural communication as it relates to interactions with patients and others involved in the healthcare of the patient.
3. Educate patients of all ages and cultural backgrounds to effect behavioral change.
4. Describe the role of various mental healthcare providers that may comprise a mental health referral network and be able to refer clients/patients in need of mental healthcare.
5. Identify and describe the basic signs and symptoms of mental health disorders, sub-clinical mood disturbances and personal/social conflict that may indicate the need for referral to a mental healthcare professional.
6. Identify the symptoms and clinical signs of substance misuse/abuse, the psychological and sociocultural factors associated with such misuse/abuse, its impact on an individual's health and physical performance, and be able formulate a referral for an individual with a suspected mental health or substance abuse problem.
7. Describe the psychological and emotional responses to a catastrophic event, the potential need for a psychological intervention and a referral plan for all parties affected by the event.
8. Understand the importance of effective interpersonal communication skills in relationship building and desired outcomes.
9. Explore and analyze their personal perceptions and delivery of verbal and non-verbal communication and appreciate and practice self-awareness of personal communication.
10. Recognize the emotional needs of individuals often times outweigh the need for technical care or instruction.
11. Compare and contrast theories and models of social and natural science as related to interpersonal communication skills.

Class Policies:

1. Class attendance is MANDATORY. For every 2 unexcused absences to class will result in the loss of a ½ letter grade. Excused absences must be approved prior to class with verbal approval from the instructor. No electronic communication is accepted. Exams may not be made up unless the instructor gives prior approval. Students are expected to arrive on time. If student arrives late it will be counted as an unexcused absence.
2. Students should come prepared for class. Reading assignments are to be completed prior to the beginning of class and information in the assigned readings may appear on in-class quizzes.

3. Students will be expected to complete all assignments and projects on time based on the syllabus and due dates given by the instructor in class. Materials turned in late will not be accepted and will be reflected in grade. Students should expect additional assignments throughout the duration of this course to facilitate learning and comprehension.
4. This course will use Desire 2 Learn (D2L) throughout the semester to distribute materials, conduct online quizzes and discussions, and allow students to monitor their grades on a daily basis. Please become familiar with the D2L courseware as it will be used extensively. Make it a point to check the course page on D2L regularly, as it will be used as the main source of communication in regards to changes in class schedule and topic, assignments, and quizzes/exams.
5. Students are expected to treat everyone with respect and disrespect of any kind will not be tolerated. If anyone feels uncomfortable during class for any reason please feel free to discuss your concerns with the instructors. Students are also expected to adhere to UWSP's statement of academic principles. Students are responsible for the honest completion and representation of their work, for the appropriate citation of sources, and for respect of others' academic endeavors. Students who violate these standards must be confronted and must accept the consequences of their actions.

Course Evaluation Procedures:

1. Class Participation: Each class will have various learning activities that you will be required to participate in. Points will be deducted for not participating.
2. Various Written Assignments: There will be written assignments on various topics throughout the year. Details will be given for each individual assignment.
3. Professional Development Assignment: Each student will be asked to submit a resume and cover letter for graduate school or employment and will participate in a mock Skype interview. **Detailed instructions will be given at a later date.**
4. Oral Communication Project: Each student will complete a client/patient encounter. **Detailed instructions will be given at a later date.**
5. Two Written examinations: There will be one mid-term examination and one final cumulative examination.

Grading Policy:

A: 94-100% A-: 90-93% B+: 87-89% B: 83-86% B-: 80-82% C+: 77-79% C: 73-76% C-: 70-72% D+: 65-69% D: 60-64% F: 0-59%