



Course Outline

Course Title	Workplace Communication Skills for Health Care
Total Course Hours	180
Prerequisites	Canadian Language Benchmark (CLB) 6 to 8 Prior knowledge or experience in dental hygiene, medical radiation technology, nursing, personal support work or sleep technology.

Course Description

This course focuses on the language and socio-cultural communication requirements of dental hygienists, medical radiation technologists, nurses, personal support workers (PSWs) and sleep technologists at CLB 6 to 8. It addresses the language and communication skills needed to collect and share information with others; communicate using technology such as telephone and email; manage interactions with colleagues, clients and clients' family members; introduce oneself in work-related situations; undertake employment and work-related interviews; and network effectively. Sector background knowledge and culture relevant to the health sciences workplace context in Ontario are explicitly addressed in communication practice tasks.

Global Outcome

On successful completion of the 180-hour OSLT course, participants will be able to demonstrate the communication skills required to carry out key functions described above within one of the health sciences occupations included in the course. These skill outcomes are broken down by unit as follows.

Unit Outcomes

Unit 1	Working in Health Sciences <ul style="list-style-type: none"> ▪ Introduce oneself appropriately in a professional context. ▪ Describe professional background, experience and goals in language appropriate for the health sciences sector in Ontario.
Unit 2	Gathering and Sharing Information <ul style="list-style-type: none"> ▪ Ask common questions in a data collection interview clearly, accurately and appropriately. ▪ Report data collection findings verbally in a concise, organized and clear manner. ▪ Document data collection findings in a concise, organized and clear manner.
Unit 3	Communicating Using Technology <ul style="list-style-type: none"> ▪ Open, participate in and close telephone calls clearly and appropriately. ▪ Write an effective email.

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**Course Outline (cont.)**

Unit 4	Managing Interactions <ul style="list-style-type: none">▪ Provide explanations and instructions for a routine procedure clearly, accurately and appropriately.▪ Use communication strategies to manage a concern or conflict.
Unit 5	Moving Forward in Technology <ul style="list-style-type: none">▪ Introduce oneself in an interview or networking context.▪ Present oneself effectively in an employment interview.

Assessment Process

At the end of the course, you will complete a series of assessment tasks and your performance on them will determine your final achievement level for the course.

Your instructor will provide informal feedback on your communication skills in class and a written summary of your progress with respect to the unit outcomes at the end of Units 1 through 4.

Course Expectations

In order to increase your communication skills, cultural competence and confidence in undertaking tasks common to health sciences workplaces, your instructor will expect you to attend regularly so that you will have the opportunity to

- participate in discussions, dialogues and role-plays.
- read and respond to course handouts and other written materials.
- use a variety of communication technologies (such as the telephone or voicemail) that are useful for developing language skills as well as for operating within a health sciences workplace in Canada.
- complete online and other homework assignments, as required.