COMMON COURSE OUTLINE: Course discipline/number/title: CHW 1010: Community Health Worker: Communication Skills and Cultural Competence

A. CATALOG DESCRIPTION
1. Credits: 2
2. Hours/Week: 2
3. Prerequisites (Course discipline/number): Appropriate RCTC test score for placement in READ 0900
4. Co-requisites (Course discipline/number): CHW 1000, CHW 1020, CHW 1030, CHW 1040, CHW 1050, CHW 1055, CHW 1060
5. MnTC Goals (if any): NA

This course provides the content and skills in communication to assist the Community Health Worker in effectively interacting with a variety of clients, their families and a range of healthcare providers. You will learn about communicating verbally and non-verbally, listening and interviewing, networking, building trust and working in teams. You will practice communication skills in the context of a community’s culture and the cultural implications that can affect client communication.

B. DATE LAST REVISED (Month, year): November, 2011

C. OUTLINE OF MAJOR CONTENT AREAS:
1. Describe important factors for effective oral communication and its impact within different cultural contexts
   a) Identify common nonverbal/body language
   b) Discuss word choice/rate of speech/volume
2. Demonstrate effective listening skills
   a) Maintain good eye contact
   b) Be aware of bias
   c) Attempt to eliminate distractions
   d) Paraphrase
   e) Convey attitude of respect and care
3. Strategies for clients with special needs
   a) Hearing impaired
   b) Vision impaired
   c) Other physical impairments
4. Discuss basic medical terminology
   a) Review general body systems
   b) Discuss abbreviations
5. Identify differences between key community cultures and sub-cultures
   a) Identify self as a role model
   b) Discuss elements of trust
   c) Discuss ways to negotiate differences
6. Recognize the impact of the culture on communication
   a) Adjust and accommodate
   b) Discuss networking skills to ensure proper engagement of
   c) services and resources for clients and their families
   d) Types of networking
   e) Networking to identify resources
7. Apply skills in teamwork to achieve the mission and goals of diverse teams
   a) Discuss team etiquette
   b) Discuss strategies to work with different types of teams members.

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Demonstrate “culture” appropriate verbal and nonverbal communication when interacting with clients, their families and healthcare providers.
2. Employ active listening and interviewing skills to collect and share relevant information.
3. Apply appropriate communication strategies for clients with special needs.
4. Apply basic medical terminology.
D. LEARNING OUTCOMES (GENERAL): The student will be able to: Continued...

5. Recognize the uniqueness of and resulting implications of the community culture on the health and well-being of clients.
6. Support clients and health care providers in “translating” culture specific behaviors in order to promote needed services and resources.
7. Use networking skills to ensure proper engagement of services and resources for clients and their families.
8. Build trust between the CHW, clients, other providers and the community.
9. Demonstrate skills and abilities to work with and within diverse teams.
10. Advocate for individual and community needs by speaking up.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
1. Discussion
2. Role Play
3. Quizzes
4. Papers
5. Peer Review

G. RCTC CORE OUTCOME(S) ADDRESSED:
- Communication
- Critical Thinking
- Global Awareness/Diversity
- Civic Responsibility
- Personal/Professional Accountability
- Aesthetic Response

H. SPECIAL INFORMATION (if any): None