A. **CATALOG DESCRIPTION**
   1. Credits: 3
   2. Hours/Week: 6 Hours/Week for 8 Weeks
   3. Prerequisites (Course discipline/number): None
   4. Co-requisites (Course discipline/number): None
   5. MnTC Goals (if any): NA

   This course will focus on the basics of interpersonal communication skills, with an emphasis on customer service, and professional telephone techniques. Professional/ethical issues and information such as advanced directives, the patient bill of rights, the grieving process, and dealing with death and dying will be addressed as they relate to the healthcare worker. Personal/professional preparation for employment will cover topics such as co-worker interaction, personal work habits, preparing a resume, interviewing and job advancement opportunities.

B. **DATE LAST REVISED (Month, year):** February, 2010

C. **OUTLINE OF MAJOR CONTENT AREAS:**
   1. Basic interpersonal communication skills that include verbal, nonverbal, listening, and giving and receiving feedback skills
   2. Customer service
   3. Telephone etiquette
   4. Healthcare issues that include the patient bill of rights, advance directives, legal and ethical concerns
   5. Creating a resume
   6. Interviewing skills
   7. Workplace behavior and advancement opportunities

D. **LEARNING OUTCOMES (GENERAL):** The student will be able to:
   1. Communicate at a professional level in their written and verbal communication.
   2. Describe and demonstrate a professional customer service attitude.
   3. Understand some of the legal and ethical concerns involved in healthcare.
   4. Create a professional resume.
   5. Demonstrate a professional level of telephone etiquette.

E. **LEARNING OUTCOMES (MNTC):** NA

F. **METHODS FOR EVALUATION OF STUDENT LEARNING:**
   1. Communication journal
   2. Term paper
   3. PowerPoint and speech presentation
   4. Role playing with telephone etiquette skills and interview skills
   5. Written test
   6. Classroom participation
   7. D2L discussion participation
   8. Preparation of professional looking resume

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

H. **SPECIAL INFORMATION (if any):** None