

**Course discipline/number/title: CHW 1100: Health Communication, Teaching and Capacity Building**

**A. CATALOG DESCRIPTION**

1. **Credits:** 3
2. **Hours/Week:** 3
3. **Prerequisites (Course discipline/number):** None
4. **Other requirements:** None
5. **MnTC Goals (if any):** NA

**B. COURSE DESCRIPTION:** This course will introduce concepts of verbal and non-verbal communication required for the Community Health Worker (CHW) to interact effectively with clients, their families, agencies and healthcare providers of various backgrounds. Students apply skills such as active listening and motivational interviewing. This course also focuses on the CHW's role as a teacher to increase the capability of the community and the client to access the health care and social services systems. Course materials will emphasize empowering clients to become self-sufficient in achieving personal health goals within the role of the CHW.

**C. DATE LAST REVISED (Month, year):** March, 2021

**D. OUTLINE OF MAJOR CONTENT AREAS:**

1. Communication and listening skills and their impact within different cultural contexts
2. Conflict resolution
3. Teaching techniques
4. Developing action plans
5. Key community cultures and subcultures
6. Teamwork to achieve the mission and goals of diverse teams
7. Interviewing and data collection techniques to determine client baseline

**E. LEARNING OUTCOMES (GENERAL):** The student will be able to:

1. Construct an action plan with clients that uses goals to promote health.
2. Demonstrate a variety of teaching techniques with client to foster healthy behavioral changes.
3. Explain the use of health promotion and preventive health activities to build capacity in the community.
4. Demonstrate effective and culturally appropriate communication skills when collaborating with clients and members of the health care team.
5. Identify and apply conflict resolution strategies when necessary
6. Identify client health and cultural beliefs, traditions and values, how these influence health and incorporate this information into a client action plan.

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

**G. METHODS FOR EVALUATION OF STUDENT LEARNING:** Methods may include but are not limited to:

1. Discussions
2. Quizzes
3. Papers

**H. RCTC CORE OUTCOME(S).** This course contributes to meeting the following RCTC Core Outcomes(s):  
**Communication.** Students will communicate appropriately for their respective audiences.

**Global Awareness, Diversity.** Students will demonstrate an understanding of and respect for human diversity through their words and actions.

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