



CANADIAN PHARMACY PRACTICE PROGRAM Communications

Course Description

This course will introduce the student to communication skills commonly required in community practice. Students will become familiar with the skills necessary to communicate clearly and effectively with patients, physicians, and other healthcare professionals during the provision of safe and effective drug therapy.

Course Objectives

Students in this course will be expected to:

1. Work effectively within the Canadian workplace culture, being aware of the impact of diversity, mannerisms, communication styles and values on communication within the workplace.
2. Use negotiation skills, professional judgment, the setting of priorities, resolving common errors and organizing in the process of problem solving.
3. Understand the importance of enunciating, listening, clarifying and paraphrasing, using appropriate language and asking questions in interpersonal communication, including patient counselling.
4. Use effective inter- and intra-professional written communication, including note-taking, document navigation and proper e-mail etiquette.

Educational Outcomes

This course will primarily focus on a number of outcomes:

1. Understanding of the Canadian workplace culture
2. Effective problem solving
3. Clear interpersonal communication
4. Effective written communication

Course Topics

1. Asking Questions
2. Personal Communication Styles
3. Canadian Workplace Culture
4. Communication Framework



5. Applying the Communication Framework
6. Diversity
7. Problem-Solving in the Workplace
8. Note-Taking
9. Document Navigation
10. Writing Detailed Reports
11. E-mail Etiquette
12. Conflict Resolution
13. A Session On Self-Esteem
14. Personal Learning Plans

Learning Strategies

Learning strategies will include classroom activities, small group collaborations and discussions. The quality of the learning experience depends on the active participation of each registrant.

Assessment Strategies

There will be no formal assessment in this course. However, assessments in other courses (Practice Skills Lab, Patient Dialogue Skills) will depend on effective communication.

Required Texts

None. All materials will be provided.