

King Saud University
College of Applied Medical Sciences
Department of Community Health Sciences

CHS 446 –Communication Skills
First Semester 1436/ 1437

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Course Description:

This course introduces the student to the basic concepts of effective human communication. It focuses on the development of communication skills for the health care professional and the basic components of the communication process. Provides a comprehensive coverage of major issues—including organizational conflict, leadership, values, change, diversity, technology, and ethical behavior—offering students the most thorough introduction to the current field of organizational communication. The course will also examine the environmental and behavioral impediments of effective communications.

Course Objectives:

At the end of this course, the students will be able to:

- Describe the process and components of communication
- Identify the environmental and behavioral impediments of effective communications
- Communicate effectively with patients and staff
- Understand the value of listening
- Negotiate effectively with top management and subordinates
- Utilize the various communication methods and tools

Course Contents:

1. Introduction to communication
2. Communication in health care
3. The process and components of communication
4. The goals, reasons, and hurdles of communication
5. The psychology of communication

6. Effective communication
7. Healthcare team communication
8. Messages and Meaning
 - Verbal
 - Non verbal
 - Computer
9. Interpersonal communication
 - Provider-patient communication
 - Intercultural communication
 - Gender and communication
10. Listening
11. Conflict resolution and negotiation skills

Assessment Tools:

Total Marks = 100 Marks; distributed as follows:

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|----------------------------------|----------|
| • In-class quizzes / assignments | 30 Marks |
| • Mid-Term Exam | 30 Marks |
| • Comprehensive Final Exam | 40 Marks |

Readings:

McCorry, Laurie K., and Jeff Mason, Communication Skills for the Healthcare Professional1
Pap/Psc Edition, LWW; 1 Pap/Psc edition (February 9, 2011)