Prerequisites
Student must be enrolled in the Bachelor of Health Science Program.

Course Overview
Through lecture, discussion, and role-playing in large and small groups, students learn appropriate verbal and nonverbal behavior to be used with patients, families, the health care team, and the greater community.

Relation to Program Outcomes
This course satisfies the Academic Learning Compact, Outcome #7 which states “Demonstrate effective basic communication skills for health professionals.” Throughout this course, communication skills will be introduced, reinforced, and assessed.

Course Objectives
During this class, students will:
- Develop a basic understanding of how effective communication impacts patient-provider rapport, treatment adherence, treatment outcomes, and overall satisfaction with service.
- Identify their communication style strengths and weaknesses.
- Demonstrate basic verbal and nonverbal communication skills used in healthcare and public health environments with patients, consumers, families, and the greater community.
- Learn nuanced communication strategies for working with diverse populations.
- Learn strategies to help people and/or communities initiate behavior change.

Required Textbook

Required Equipment
Computer, tablet, or smart phone with high speed internet access.
For technical support for this class, please contact the UF Help Desk at: Learning-support@ufl.edu, (352) 392-HELP (option 2), or https://lss.at.ufl.edu/help.shtml
Instructional Methods

**Quizzes (20%)** - Following each lecture, students will complete a 4-question quiz located on Canvas (11 quizzes total). Students must be present for the lecture and complete the quiz in class. Any student completing the quiz outside class (e.g., at home) will receive a zero for the quiz and 1 full letter grade reduction off his/her final grade; subsequent violations will result in an E for the course. Your lowest quiz grade will be dropped from your overall grade.

**Reaction Papers (10%)** - Following each guest presentation, students will write a 150 word reaction paper on Canvas. Students must be present for the guest presentation and complete the reaction paper in class. Any student completing the reaction paper outside class (e.g., at home) will receive a zero for the paper and 1 full letter grade reduction off his/her final grade; subsequent violations will result in an E for the course. The lowest reaction paper grade will be dropped from your overall grade.

**Lab Participation/ Skill Building Practice (30%)** - Students are expected to attend and participate in all their labs. Students will be randomly selected during lab to practice communication skills during a mock patient-provider interaction. Following each interaction, the student will discuss his/her skills and receive constructive feedback from their classmates and lab instructor. While attendance is required, students must only attend 10 of the 11 labs to earn full credit. Attending and participating in all labs will result in 3 points extra credit.

**Homework (20%)** - Throughout the semester, students will complete various lab assignments including, but not limited to, a series of Self-Assessments, Reflection Papers, a Patient Interview, and a Patient-Provider Analysis. Assignment due dates can be found in the calendar. Late submissions will not be accepted. All lab assignments must be uploaded to the Canvas page on Fridays by 5pm.

**Final (20%)** - Students will partake in a 2-part final consisting of a patient-provider analysis and oral defense.

**Calendar**

**Week 1**  
Labs: No  
Reading: None  
8-28  
Lecture: Class Introduction  
Guest Speaker: None  
In-Class Assignments: None  
Homework (Due Friday 8-28 by 5pm): Self-Assessments (2 Points)

**Week 2**  
Labs: Yes - Discussion  
8-28  
Reading: None  
Lecture: Get Out Of Your Own Way - Getting Comfy with Patient Conversation  
Guest Speaker: The Patient Perspective - Dr. Mike Moorhouse  
In-Class Assignments: Quiz 1 & Reaction Paper 1  
Homework (Due Friday 9-4 by 5pm): Reflection Paper 1 (1 Point)

**Week 3**  
Labs: Yes - Discussion  
9-11  
Reading: Motivational Interviewing in Health Care, pp. 3-18  
Lecture: Patient Centered Care  
Guest Speaker: Dr. Donna LaBarge; How People Receive and Process Information  
In-Class Assignments: Quiz 2 & Reaction Paper 2  
Homework: None
Week 4  
Labs: Yes - Discussion  
Reading: None  
9-18  
Lecture: Foundations: Empathy, Positive Regard, Congruency, and Safety  
Guest Speaker: Dr. Sarah McKune; Communities  
In-Class Assignments: Quiz 3 & Reaction Paper 3  
Homework (Due Friday 9-18 by 5pm): Patient Interview (5 Points)  

Week 5  
Labs: Yes - Discussion  
Reading: None  
9-25  
Lecture: Listening & Non-Verbal Communication  
Guest Speaker: Dr. Laura Guyer; Low Health Literacy  
In-Class Assignments: Quiz 4 & Reaction Paper 4  
Homework: None  

Week 6  
Labs: Yes – Practice Skills  
Reading: Motivational Interviewing in Health Care, pp. 44-64  
Lecture: Basic Skills: Asking Open Ended Questions, Affirmations, and Summaries  
10-2  
Guest Speaker: Dr. Meggen Sixbey; Mental Health  
In-Class Assignments: Quiz 5 & Reaction Paper 5  
Homework: None  

Week 7  
Labs: Yes – Practice Skills  
Reading: Motivational Interviewing in Health Care, pp. 65-85  
10-9  
Lecture: Advanced Skills: Reflective Listening  
Guest Speaker: Dr. Mary Ellen Young; Caregivers (tentative)  
In-Class Assignments: Quiz 6 & Reaction Paper 6  
Homework (Due Friday 10-9 by 5pm): Reflection Paper 2 (1 Point)  

Week 8  
Labs: Yes – Practice Skills  
Reading: Motivational Interviewing in Health Care, pp. 86-107  
10-16  
Lecture: Advanced Skills: Informing  
Guest Speaker: Dr. Fred Southwick; Inter-professional Communication (tentative)  
In-Class Assignments: Quiz 7 & Reaction Paper 7  
Homework (Due Friday 10-16 by 5pm): Bring in Video Taped Interaction (0 Points)  

Week 9  
Labs: Yes – Practice Skills  
Reading: None  
10-23  
Lecture: Patient Centered Interviewing – the First 8-15 Minutes  
Guest Speaker: Dr. Kelli Ross; LGBT Populations (tentative)  
In-Class Assignments: Quiz 8 & Reaction Paper 8  
Homework (Due Friday 10-23 by 5pm): Critique of Self (5 Points)  

Week 10  
Labs: Yes – Practice Skills  
Reading: Motivational Interviewing in Health Care, pp. 111-120  
10-30  
Lecture: Eliciting Change Behavior  
Guest Speaker: Dr. Christa Cook; Breaking Test Results (tentative)  
In-Class Assignments: Quiz 9 & Reaction Paper 9  
Homework (Due Friday 10-30 by 5pm): Critique of Classmate (2 Points)
Week 11  Labs: Yes - Practice Skills
Reading: None
11-6  Lecture: None
Guest Speaker: None
In-Class Assignments: None
Homework: None

Week 12  Lab: No
Reading: None
11-13  Lecture: FRAMES Model - Brief Intervention
Guest Speaker: Dr. Jamie Pomeranz; Pending Lawsuit
In-Class Assignments: Quiz 10 & Reaction Paper 10
Homework (Due Friday 11-13 by 5pm): Patient-Provider Analysis (3 Points)

Week 13  Labs: Yes - Practice Skills
Reading: None
11-20  Lecture: Goal Setting
Guest Speaker: Dr. Mike Moorhouse; Substance Abuse
In-Class Assignments: Quiz 11 & Reaction Paper 11
Homework: None

Week 14  Lab: No
Reading: None
11-27  Lecture: None
Guest Speaker: None
In-Class Assignments: None
Homework: None

Week 15  Lab: Final Exam - Patient-Provider Analysis and Oral Defense
Reading: None
12-4  Lecture: None
Guest Speaker: None
In-Class Assignments: None
Homework (Due Friday 12-4 by 5pm): Reflection Paper 3 (1 Point)

Grading

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<tr>
<th>Course</th>
<th>Points Total</th>
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<tr>
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Extra Credit 5 Points

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Academic Integrity

Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge: “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity. “You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code, the Graduate Student Handbook and these web sites for more details:

- https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/
- http://www.dso.ufl.edu/studenthandbook/studentrights.php
- http://gradschool.ufl.edu/students/introduction.html

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior. All quizzes, reaction papers, assignments, and tests are to be completed on your own.

Class Attendance

Attendance will not be taken for this course. However, each class students are required to complete an in-class quiz and reaction paper. Thus it is to the students benefit to attend class. Students not in class will not be eligible to complete either the quiz or reaction paper.

Make Up Policy

Consistent with College policy, students are allowed to make up work only if missed as a result of illness, other unanticipated circumstances warranting a medical excuse, or with instructor permission. You must notify the instructor in advance if you will miss a quiz/exam or project deadline. Documentation from a health care provider is required upon your return to class. Project extensions requested for medical reasons must be negotiated at the time of illness.

Accommodations for Students with Disabilities

If you require classroom accommodation because of a disability, you must first register with the Dean of Students Office (http://www.dso.ufl.edu). The Dean of Students Office will provide documentation to you, which you then give to the instructor when requesting accommodation. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health

Students may occasionally have personal issues that arise in the course of pursuing higher education or that may interfere with their academic performance. If you find yourself facing problems affecting your coursework, you are encouraged to talk with an instructor and to seek confidential assistance at the UF Counseling & Wellness Center, 352-392-1575. Visit their web site for more information: http://www.counseling.ufl.edu. The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services, including primary care, women’s health care, immunizations, mental health care, and pharmacy services. The clinic is located on the second floor of the Dental Tower in the Health Science Center.

If you are in need of assistance, contact:

- Student Health Care Clinic at 392-0627 or www.shcc.ufl.edu
- Alachua County Crisis Center: (352) 264-6789
  http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx

**DO NOT WAIT UNTIL YOU REACH A CRISIS TO COME IN AND TALK WITH US. WE HAVE HELPED MANY STUDENTS THROUGH STRESSFUL SITUATIONS IMPACTING THEIR ACADEMIC PERFORMANCE. YOU ARE NOT ALONE.**