



**Jordan University of Science and Technology**  
**Faculty of Applied Medical Sciences**  
**Paramedics Department**

PARA309 Paramedic Communication Skills - JNQF Level: 7

Summer Semester 2023-2024

**Course Catalog**

2 Credit Hours. Paramedics require advanced skills in communication which enable a paramedic to establish an accurate and efficient clinical history, to provide support to patients at times of accurate stress and to understand his or her own responses to situations. Topics include basic communication skills; models and processes in communication; communication with special needs patients (e.g. with acute mental illness; developmental disabilities or sensory deficits; anxiety, distressed or intoxicated patients; children and the elderly); building cooperative relationships with patients, colleagues, civil defense and emergency staff.

**Teaching Method:** Blended

**Text Book**

|                          |                             |
|--------------------------|-----------------------------|
| <b>Title</b>             | Therapeutic communication   |
| <b>Author(s)</b>         | DeLaune, S.D., Ladner, P. K |
| <b>Edition</b>           | 3rd Edition                 |
| <b>Short Name</b>        | Ref1                        |
| <b>Other Information</b> |                             |

**Class Schedule & Room**

**Prerequisites**

| Line Number | Course Name   | Prerequisite Type    |
|-------------|---|----------------------|
| 132080      | PARA208 Psychology And Sociology For Paramedic Students | Prerequisite / Study |

**Tentative List of Topics Covered**

| Weeks            | Topic                                      | References       |
|------------------|--|------------------|
| Weeks 1, 2, 3, 4 | The communication process, modes and types | From <b>Ref1</b> |

|                      |                                      |                  |
|----------------------|--------------------------------------|------------------|
| Weeks 5, 6           | Methods and styles of communications | From <b>Ref1</b> |
| Week 7               | Therapeutic Communication Techniques | From <b>Ref1</b> |
| Week 8               | Communication Barriers               | From <b>Ref1</b> |
| Weeks 9, 10          | Assessing Communication Competence   | From <b>Ref1</b> |
| Weeks 11, 12, 13, 14 | Responding to Special needs          | From <b>Ref1</b> |

| <b>Mapping of Course Outcomes to Program Outcomes and NQF Outcomes</b>  | <b>Course Outcome Weight (Out of 100%)</b> | <b>Assessment method</b> |
|---|--|--------------------------|
| Describe the process, moods and types of communication [1PLO 1, 1PLO 3, 1PLO 5] [1L7K1]   | 25%  |                          |
| Identify the communication methods, describe the four communication styles and discusses the principle of therapeutic communication [1PLO 3, 1PLO 5] [1L7K1]  | 25%  |                          |
| Identify the approaches that facilitate therapeutic communication between paramedics persons and clients and identify the barriers that affect the therapeutic communications. [1PLO 5, 1PLO 6] [1L7S1, 1L7S2, 1L7S3] | 25%  |                          |
| Describe paramedics strategies for communication with clients experiencing communication deficit and describe principles in the professional communication [1PLO 5, 1PLO 7] [1L7C2, 1L7C3]                            | 25%  |                          |

| <b>Relationship to Program Student Outcomes (Out of 100%)</b> |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| PLO 1   | PLO 2 | PLO 3 | PLO 4 | PLO 5 | PLO 6 | PLO 7 | PLO 8 | PLO 9 |
| 8.33  |       | 20.83 |       | 45.83 | 12.5  | 12.5  |       |       |

| <b>Relationship to NQF Outcomes (Out of 100%)</b> |      |      |      |      |      |  |
|---|------|------|------|------|------|--|
| L7K1  | L7S1 | L7S2 | L7S3 | L7C2 | L7C3 |  |
| 50  | 8.33 | 8.33 | 8.33 | 12.5 | 12.5 |  |

| <b>Policy</b>                |  |
|------------------------------|--|
| Statement on Professionalism | Professional behavior is always expected of students. Attitude and professional behavior are a minimum criterion for passing this class. Examples of unprofessional behavior include but are not limited to missing classes, tardiness, lack of attention for a speaker, talking to others during lecture, leaving a lecture prior to its completion without prior authorization of the instructor, working on other class material during class, and sleeping during class. |
| Cheating                     | Cheating   |
| Cell phone:                  | The use of cellular phones is prohibited in classrooms and during exams. The cellular phone must be switched off in classrooms and during exams  |

|              |  |
|--------------|--|
| Attendance   | No points will be counted for points attendance of this class, however attending the lectures will greatly enhance your grade. The student is responsible for any information discussed in lecture sessions. It is imperative to attend all classes!   |
| Absences:    | University regulations will be applied. Students are not allowed to be absent for more than 20% of lectures for any reason or excuse. If a student exceeds the absence limit, he or she will not be allowed to sit for future course exams. (Please review university regulation for more details) |
| Make-up Exam | Make-up exams is entitled for students who miss the exam with accepted legal or medical excuse endorsed by the instructor within 24 hours after the scheduled exam (Please review university regulation for more details)  |
| Feedback     | Concerns, complaints, questions, and/or feedback are appreciated and will be important for the instructor. You can contact your instructor using the e-mail or during office hours   |

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