

The University of Texas at El Paso

School of Nursing

Graduate Program

N5380 Special Topics

**Substitution for N5304- Communication and Conflict Management
for Nurse Managers and Administrators**

Fall 2021

The University of
Texas at El Paso
School of Nursing

Course Syllabus
N5380 Special Topics

Course: Special Topics

**Placement in
Curriculum:** Graduate Level

Credit: 3 (3-0-0)

Course

Pre-requisites: Nursing Major or Permission of the Instructor and full acceptance into the graduate program.

Course Description: Students will focus on communications within nursing and health care management to include writing professional memos, reports, email communications, and social media usage in the professional environment. Also addressed will be negotiation techniques and conflict management.

Class Location/Time: Online Course

Faculty: Dr. Karen Fowler

Office Hours: Virtual on Monday's 8-noon or as requested

MSN Program Outcomes: At the completion of this course the student is expected to be able to:

1. Apply theoretical perspectives, scientific evidence, and visionary thinking to critically analyze and lead complex organizational systems and implement innovative change.
2. Use interpersonal, inter-professional and organizational communication and relationship building skills to create and lead highly functioning, reliable and healthy inter professional teams.
3. Combine business skills and principles, evidence-based practice, informatics, quality and safety strategies and metrics to lead care systems for improvement of processes and outcomes to improve health outcomes.
4. Employ state, federal and global health policy(ies) to advocate for healthcare reform and improve health outcomes for all.
5. Model professionalism, integrity, ethical decision making, respect for differing points of view in diverse populations and promoting social justice in the development of the advanced practice role.
6. Utilize research for the improvement of nursing practice and the advancement of nursing as an academic discipline.
7. Ascertain the knowledge, skills, and attitudes necessary to continuously improve the quality and safety of the health care systems in which they practice through lifelong learning.

Course Objectives:

At the completion of this course the student is expected to be able to:

1. Prepare effective written communications to include memos, reports, and presentations.
2. Discuss the opportunities and pitfalls associated with electronic communications such as emails and social media applications.
3. Discuss the complex communications that occur between all levels of nursing and other healthcare employees.
4. Explain how conflict can negatively impact quality of care, patient safety, and other key outcomes measures.
5. Analyze negotiation and conflict management techniques to improve organizational operations.

Teaching Strategies:

Hands on experience with software applications, individual practical experience, internet searches, Web education programs are used. Blackboard discussion and individual papers will be evaluated by the faculty for grading purposes.

The majority of learning in on line education occurs in the reading/discussion board assignments. Students are expected to thoughtfully prepare postings. References from the literature are required to support the discussion postings. These references are to be from sources beyond the course texts.

Student Responsibilities:

Students are expected to check the course at least 3 times per week and to read the general discussion forum and any announcements for important information. Further, students are expected to engage with peers and faculty in a respectful and professional manner.

University Writing Center:

The University Writing Center offers free synchronous online one-on-one writing assistance for UTEP Connect students. Graduate and undergraduate consultants work with writers on projects for a wide variety of classes and provide assistance during all parts of the writing process, including: prewriting, drafting, revising, and editing. Online assistance is available by appointment through the UWC's website (uwc.utep.edu). Most UWC consultants are bilingual Spanish and English speakers. Consultants will not edit your paper for you, and you are the one ultimately responsible for the work you submit and the grade you earn. Instead, Writing Center consultants will guide you through the writing process and teach you valuable writing skills. Visit the UWC's website to learn more about the services they provide, or make an appointment for an online consultation. Online consultations take place during regular business hours (see website) and must be made at least one day in advance.

Academic Honesty:

Students are accountable for all work, which is submitted or presented for evaluation. While collaboration with others is encouraged, collaboration during any testing situation will be considered cheating as is submitting work, which you did not directly have a hand in developing. Use of information from publications/media productions without proper acknowledgement and citation is considered plagiarism. Penalties for plagiarism and/or cheating will be imposed according to the regulation of The University of Texas at El Paso. See current UTEP graduate catalog for specific details.

Americans with Disabilities Act:

If you have a disability and need classroom accommodations, please contact The Center for Accommodations and Support Services (CASS) at 747-5148, or by email to cass@utep.edu, or visit their office located in UTEP Union East, Room 106. For additional information, please visit the CASS website at www.sa.utep.edu/cass. CASS' Staff are the only individuals who can validate and if need be, authorize accommodations for students with disabilities.

COVID-19 Precautions:

Please stay home if you have been diagnosed with COVID-19 or are experiencing COVID-19 symptoms. If you are feeling unwell, please let me know as soon as possible, so that we can work on appropriate accommodations. If you have tested positive for COVID-19, you are encouraged to report your results to covidaction@utep.edu, so that the Dean of Students Office can provide you with support and help with communication with your professors. The Student Health Center is equipped to provide COVID-19 testing.

The Center for Disease Control and Prevention recommends that people in areas of substantial or high COVID-19 transmission wear face masks when indoors in groups of people. The best way that Miners can take care of Miners is to get the vaccine. If you still need the vaccine, it is widely available in the El Paso area, and will be available at no charge on campus during the first week of classes. For more information about the current rates, testing, and vaccinations, please visit epstrong.org.

Student Location Verification:

There are a number of states where the UTEP School of Nursing may not operate or may have limited operations for clinical activities. It is the student's responsibility to notify faculty and MSN program directors of any change in the state of residence occurs during a given course

Required Textbooks All Courses:

American Psychological Association. (2019). *Publication Manual of American Psychological Association*. (7th ed.).

Washington, DC: Author. ISBN-10: 1-4338-0561-8 or ISBN-13: 978-1-4338-0561-5

American Nurses Association. (2016). *Nursing Administration: Scope and standards of practice* (2nd ed.). American Nurses Association: Silver Spring, Maryland.

<https://www.nursingworld.org/nurses-books/nursing-administration-scope-and-standards-of-practice-2nd-edition/>

Required Textbooks:

Hynes, G.E. & Veltsos, J. R. (2019). *Managerial communications: Strategies and applications* (7th ed.). Sage Publications. ISBN: 9781506365121

McHugh Schuster, P. & Nykolyn, L. (2010). *Communication for nurses: How to prevent harmful events and promote patient safety*. FA Davis. ISBN: 9780803620803

Zuzelo, P.R. (2020). *Indirect care handbook for advanced nursing roles: Beyond the bedside*. Jones and Bartlet Learning. ISBN: 9781284144109

Methods of Evaluation:

- Grading scale
 - A = 900 -1000 points

- B = 800 – 899 points
- C = 700 – 799 points
- D = 600 – 699 points
- F = <600 points

- Learning & evaluation methods
 - Course Introduction: 10 points
 - Discussion Boards x 4: 400 points
 - Case Study: 150 points
 - Powerpoint Assignment: 100 points
 - Memorandum Assignment: 100 points
 - Formal Letter Assignment: 100 points
 - Social Media Policy Assignment: 140 points

See rubrics for assignment guidelines and grading criteria.

All work is expected to meet graduate level expertise in critical thinking, applications, synthesis, proper use and presentation of the English language. Online activities require “netiquette”.

Incomplete grades: Students may receive a grade of an “I” for incomplete work only in exceptional circumstances and with the approval of the professor. Students who expect to take an incomplete must develop with the professor a written plan including a time line for completing the course assignments. Although University policy requires completion of all required assignments within one year, the SON policy may be more stringent and the professor may require completion of the course requirements within a shorter time period.

Late Assignment Submissions: Unless late submission of any assignment or discussion is approved in advance of the due date by the faculty, a penalty of 10% per day of the total grade earned will be assessed on each assignment and/or discussion board posting that is submitted after the due date and time up to 3 days. Assignments submitted more than 3 days late will be given a 0.

Credit is given in the UTEP Graduate School for the grades of A, B, and C only