Course discipline/number/title: DA 1200: Dental Communications

A. CATALOG DESCRIPTION
   1. Credits: 3
   2. Hours/Week: 2 lecture, 2 lab
   3. Prerequisites (Course discipline/number): None
   4. MnTC Goals (if any): NA

   Dental Communications has five major components. The first component addresses skills for success as a student and a dental assistant. The second component introduces the student to the dental profession, the delivery of dental care, dental team members, and dental ethics and jurisprudence. The third component focuses on the basics of effective verbal and nonverbal communications and patient and organizational communications. The fourth component provides content in understanding patient behavior, psychology and learning theories. The final component addresses therapeutic communications to meet the diverse needs of dental patients. This course is to be taken the first year of the two-year option. (DA Program Admission is required.)

B. DATE LAST REVISED (Month, year): February, 2018

C. OUTLINE OF MAJOR CONTENT AREAS:
   Part 1: Personal Skills for Success
   1. Study Skills
   2. Thinking and Reasoning Skills
   3. Setting Goals and Time Management
   4. Stress Management
   5. Personal and Professional Characteristics for Success

   Part 2: Introduction to Dentistry
   1. The Dental Profession
      a) Historical Evolution of Dentistry
      b) Delivery of Dental Care
      c) The Dental Health Team and Supporting Services
   2. Ethics and Jurisprudence
      a) Ethics
      b) Jurisprudence
      c) State Regulation of Dentistry
      d) Civil Law and the Dentist
      e) Good Samaritan Law
      f) Americans with Disabilities Act
      g) Health Insurance Portability and Accountability Act
      h) The Dentist’s Legal Responsibilities to the Patient
      i) Risk Management

   PART 3: Communication Skills
   1. Verbal and Nonverbal Communications
      a) Introduction to Communications
      b) Nonverbal Communications
      c) Active Listening
      d) Oral Communications
      e) Public Speaking
      f) Written Communications
   2. Patient Communication
      a) Stages of Effective Patient Interaction
      b) Keys to Successful Communication
      c) Conversing with Diverse Populations
      d) Influence of Technology on Communications
      e) The Helping Interview
C. OUTLINE OF MAJOR CONTENT AREAS: Continued.

3. Communicating Within an Organization
   a) Power, Influence and Leadership
   b) Communication Models in Organizations
   c) Characteristics of Work Groups and Teams
   d) Team Processes
   e) Major Factors that Influence Team Effectiveness
   f) Facilitators and Barriers of Effective Team Communication
   g) Group Problem Solving
   h) Conflict Resolution
   i) Team Project

Part 4: Understanding Patient Behavior, Psychology and Learning Theories
1. Patient Behavior
   a) Factors Affecting Patient Behavior
   b) Objective and Subjective Fears

2. Psychology
   a) Definition of Psychology
   b) Normal Behavior
   c) Psychological Disorders

3. Defense Mechanisms

4. Learning Theories

Part 5: Therapeutic Communications to Meet Patient Needs
1. Various Age Groups
2. Frightened, Angry, and Aggressive Patients
3. Stressed and Anxious Patients
4. Abusive and Abused Patients
5. Sexually Suggestive
6. Drug Dependent
7. Patients with Aids
8. Patients Experiencing Loss or Grief
9. Special Communication Topics
   a) Gender Issues and Communications
   b) Generation Groups and Communications
   c) Effective Communications with Persons with Disabilities
   d) Multicultural Communications
   e) Effect of Color in Communications
   f) Etiquette with New Communication Technology: Email and Cell Phones
   g) Social Media as a Communication Tool

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Develop effective study skills.
2. Enhance personal thinking and reasoning skills.
3. Employ effective goal setting and time management.
4. Develop stress management skills.
5. Identify personal and professional characteristics for success.
6. Demonstrate professional dental assistant traits.
7. Describe the historical evolution of dentistry.
8. Define general and specialty dental practices.
9. List and define the specialty dental practices.
10. List and describe options of dental care delivery.
11. Describe the general functions of the dentist, dental assistant, dental hygienist, dental therapist, dental lab technician, dental supply person, detail person, and dental equipment technician.
12. Describe the educational requirements for the dentist, dental assistant, dental hygienist, and the dental lab technician.
D. LEARNING OUTCOMES (GENERAL): The student will be able to: Continued...

13. Describe the credentialing and licensing requirements for a dentist, dental assistant, dental hygienist, dental therapist and the dental laboratory technician.
14. Describe the function and structure of the professional dental organizations.
15. Describe dental assisting Certification and Licensure.
16. Define terms related to dental ethics and jurisprudence.
17. Differentiate ethical/non-ethical professional behavior.
18. Describe the principles of ethics and Code of Professional Conduct of the ADAA.
20. Describe and differentiate criminal and civil law.
21. Describe the state regulation of dentistry.
22. Describe dental auxiliary expanded functions and their levels of supervision.
23. Describe dental contract law.
24. Describe laws relating to standard of dental care and responsibilities to the dental patient.
27. Describe the communication cycle.
28. Recognize the various forms of human communications.
29. Identify facilitators and barriers of effective communications.
30. Identify and interpret various forms of nonverbal communications.
31. Explain the effect of proxemicians on communications.
32. Explain the potential effect of a caregiver’s physical appearance and the environment on communications.
33. Describe effective observation skills.
34. Demonstrate effective positive nonverbal communications.
35. Explain the importance of effective listening in dental communications.
36. Describe effective listening techniques.
37. Recognize barriers to effective listening.
38. Employ effective listening skills.
39. Describe characteristics of effective oral communications.
40. List and describe the main parts of the speech.
41. Develop an effective speech outline
42. Prepare and deliver an effective three to five minute speech.
43. Describe correct sentence structure and usage.
44. Demonstrate the use of correct grammar and numbers in written form.
45. Demonstrate correct punctuation.
46. Describe and simulate effective patient communication techniques.
47. Describe effective communication techniques for diverse populations.
48. Describe the influence of technology on communications.
49. Describe organizational leadership and communication models.
50. Describe the utilization of sources of power and influence tactics.
51. Define transactional and transformation leadership.
52. Describe characteristics of work groups and teams.
53. Describe team processes.
54. Identify factors that influence team effectiveness.
55. Identify facilitators and barriers of effective team communications.
56. Describe effective counseling, confrontation, and problem solving skills.
57. Describe conflict resolution techniques.
58. Function as an effective team member in completing a team project.
59. Describe background factors that affect patient behavior.
60. Describe objective and subjective patient fears.
61. Describe characteristics of normal behavior.
62. Describe the characteristics of various psychological disorders.
63. Describe human coping mechanisms and explain their advantages and disadvantages to the dental patient.
64. Describe the cognitive development learning theory.
D. LEARNING OUTCOMES (GENERAL): The student will be able to: Continued. . .
   65. Describe Freud’s psychoanalytic development learning theory.
   66. Describe Erik Erikson’s psychosocial crises.
   67. Describe Piaget’s six dimensions of moral development.
   68. Describe Pavlov and Skinner’s behavioral learning theories.
   69. Describe the social learning theory.
   70. Describe therapeutic communications for the diverse needs of various patients.
   71. Define, list the types, and describe the signs of abuse.
   72. Describe abuse-reporting requirements for dental professionals.
   73. Discuss issues relating to sexual harassment.
   74. Discuss effective communications with a person with disabilities.
   75. Discuss effective multicultural communication.
   76. Discuss color as a communication tool.
   77. Discuss email and cell phone etiquette.
   78. Discuss social media as a communication tool.

E. LEARNING OUTCOMES (MNCT): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
   1. Weekly quizzes.
   2. Participation.
   3. Written assignments.
   4. A prepared speech on a dental topic. Both the speech outline and the speech presentation will be graded.
   5. Evaluation of Ethical and Non-ethical Behaviors.
   6. Classroom and small group discussion assignments.
   7. A team project to develop an informative presentation.

G. RCTC CORE OUTCOME(S) ADDRESSED:
   ☒ Communication
   ☒ Critical Thinking
   ☒ Personal/Professional Accountability
   ☐ Global Awareness/Diversity
   ☐ Aesthetic Response

H. SPECIAL INFORMATION (if any): None