

Communication Skills in the Health Professions (Honors Course)

IDH 3931 - Section 26490

Thursdays 4:05-4:55 pm

Spring 2025

Instructor Information

Gregg Henderschiedt

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352-273-3850

Office Hours: By appointment

Contact: For course questions, please email me through Canvas

Course Description

Students will learn the basics of communication skills in the health professions. Students will apply the concepts taught in class by practicing with small groups. Although patient communication is emphasized, the course will also cover communication with staff at all levels.

Course Objectives

1. Students will understand and be able to demonstrate proficiency in basic skills of relationship-centered communication in a health care setting.
2. Students will gain the tools necessary to have difficult conversations with both patients and colleagues.
3. Students will develop and appreciate communication nuances across populations and cultures.

Required Textbooks and Software

Communication Rx: Transforming Healthcare Through Relationship-Centered Communication (Chou and Cooley)

McGraw Hill, 2018, ISBN 978-1-260-01974-2

Attendance Policy, Class Expectations, and Make-Up Policy

This course is a mixture of lectures, practical application of communications, skills, and group presentations. Half of the grade in this course is based on attendance and participation because those two elements are vital to the success of the course. Excused absences must be consistent with university policies in the Undergraduate Catalog and require appropriate documentation.

In order to participate effectively, it is imperative that students prepare well for each class session. This goes beyond simply reading the required chapters for the week. Students should prepare as if they were responsible for leading that day's classroom discussion by taking time to think and reflect on the text and then preparing comments, questions, and notes to share with their peers.

Evaluation of Grades

Assignment	Percentage of Final Grade
Weekly Attendance	25%
Weekly Participation	25%
Group Lead Class Discussion	25%
Diverse Populations Poster Presentation	25%
Total	100%

Grading Policy

Percent	Grade	Grade Points
93-100	A	4.00
90-92	A-	3.67
86-89	B+	3.33
83-85	B	3.00
80-82	B-	2.67
76-79	C+	2.33
73-75	C	2.00
70-72	C-	1.67
66-69	D+	1.33
63-65	D	1.00
60-62	D-	0.67
0-59	E	0.00

A minimum grade of B is required to earn Academic points towards your Honors Completion Requirements. (Exception: Honors Quest I and II sections require a C). Once you have earned your final grade in this course, please upload the course information and final grade from your Unofficial Transcript into your Honors Canvas Cohort: Honors Completion module to earn Honors Milestone / Completion credit.

More information on UF grading policy may be found at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Course Content

Date	Topic
16-Jan	Class Intro
23-Jan	Chapters 1 and 2 (Building the Case/Communication and Patient Experience)
30-Jan	Chapter 3 Rapport/Concerns/Shared Agenda
6-Feb	Group Assignment Work Day
13-Feb	Chapter 4 Open Questions/Active Listening
20-Feb	Empathy
27-Feb	Chapter 6 - Challenging Conversations with patients - Group 1

6-Mar	Chapter 8 and 9 Motivational Interviewing and Shared Decision Making
13-Mar	Chapter 10 Feedback - Group 2
20-Mar	Spring Break
27-Mar	Chapter 12 Team Communication - Group 3
3-Apr	Chapter 13 Challenging Conversations with Colleagues - Group 4
10-Apr	Chapter 15 Communicating Across Hierarchy
17-Apr	Chapter 14 Culture and Diversity - Student Poster Presentations

Students Requiring Accommodations

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the disability Resource Center. [Click here to get started with the Disability Resource Center](#). It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

Technical Help

If you need technical assistance, please [visit the helpdesk website](#) or call 352-392-4357

Course Evaluation

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. [Click here for guidance on how to give feedback in a professional and respectful manner](#). Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via ufl.bluera.com/ufl/. [Summaries of course evaluation results are available to students here](#).

University Honesty Policy

UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students 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.” The Honor Code specifies a number of behaviors that are in violation of this code and the possible sanctions. [Click here to read the Honor Code](#). Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

Software Use

All faculty, staff, and students of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

Student Privacy

There are federal laws protecting your privacy with regards to grades earned in courses and on individual assignments. For more information, please see: <http://registrar.ufl.edu/catalog0910/policies/regulationferpa.html>

Campus Resources:

Honors

Honors Program, 201 Walker Hall, 352-392-1519

Quick questions for an Honors advisor? Email advisor@honors.ufl.edu

Need an Honors advising appointment? Schedule via Microsoft Bookings: <https://bit.ly/ufhonorsadvising>

Health and Wellness

- *U Matter, We Care*: If you or someone you know is in distress, please contact umatter@ufl.edu, 352-392-1575, or visit [U Matter, We Care website](#) to refer or report a concern and a team member will reach out to the student in distress.
- *Counseling and Wellness Center*: [Visit the Counseling and Wellness Center website](#) or call 352-392-1575 for information on crisis services as well as non-crisis services.
- *Student Health Care Center*: Call 352-392-1161 for 24/7 information to help you find the care you need, or [visit the Student Health Care Center website](#).
- *University Police Department*: [Visit UF Police Department website](#) or call 352-392-1111 (or 9-1-1 for emergencies).
- *UF Health Shands Emergency Room / Trauma Center*: For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; [Visit the UF Health Emergency Room and Trauma Center website](#).*Academic Resources*
- *E-learning technical support*: Contact the [UF Computing Help Desk](#) at 352-392-4357 or via e-mail at helpdesk@ufl.edu.
- *Career Connections Center*: Reitz Union Suite 1300, 352-392-1601. Career assistance and counseling services.
- *Library Support*: Various ways to receive assistance with respect to using the libraries or finding resources.
- *Teaching Center*: Broward Hall, 352-392-2010 or to make an appointment 352- 392-6420. General study skills and tutoring.
- *Writing Studio*: 2215 Turlington Hall, 352-846-1138. Help brainstorming, formatting, and writing papers.
- *Student Complaints On-Campus*: [Visit the Student Honor Code and Student Conduct Code webpage for more information](#).
- *On-Line Students Complaints*: [View the Distance Learning Student Complaint Process](#).

Syllabus is subject to change as needed.