

CREDITS 3LECTURE: 3TERM: Spring

Instructor: Stacey Gerger CDA, EFDA

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Office: Healthcare Occupations Center HOC 221

Class Time: Thursday 10:00-12:50

PREREQUISITE:

Third term status in the Dental Assisting Program

COURSE DESCRIPTION:

An introduction to human relations as they pertain to success in a dental setting (as well as personal lives) utilizing methods of dealing with stress, motivation, behavioral management, and problem solving for personal growth. In addition, social perception, emotions, and historical elements of psychology of interpersonal relationships, including self-concept, emotion, gender, culture and cultural diversity issues of everyday living are addressed. This course will aid in developing patient/customer service skills through team participation and communication in respect to professional/personal encounters affecting work values, ethics, and leadership skills.

COURSE OBJECTIVES:

To develop concepts of personal growth in awareness, image, esteem, discipline, motivation and projection, and coping techniques for healthy adjustment and problematic behaviors. Stress management, work-life balance, and problem solving are important elements, as is behavioral change, empathy and cross cultural issues. Practical applications of psychology are introduced as historical psychology, self-concept, social perception, and emotion in terms of everyday living, using psychology data in concrete ways to improve people's lives in relating to one another. This course will assist the student in developing an understanding and methods of dealing with interpersonal relationships encountered personally and professionally regarding values and ethics, customer service and interpersonal communications, conflict and behavioral change. The student will gain assistance in developing skills for team participation, communication, and leadership in professional and personal settings through exposure to different aspects in gender and culture issues, cultural diversity.

LEARNING ACTIVITIES:

Small group work, role playing and a series of activities on self-concept and customer service in a dental environment.

TEXTS AND REFERENCES:

Robinson, Bird, Modern Dental Assisting, Evolve
McCann, Vivian, Human Relations The art and Science of Building Effective Relationships
Milliken, Mary Elizabeth, Understanding Human Behavior, A Guide for Health Care Workers,
Delmar
Spector, Rachel, Understanding Cultural Diversity,
Robbins, Power, Burgess, A Fit & Well Way of Life, Mc Graw Hill

EXAMINATIONS AND GRADES:

Course grades will be determined by weekly quizzes, activities, class participation and final examination.

The final grade is determined by:

A=92% - 100%
B=82% - 91%
C=72% - 81%
D=65% - 71%
F=64% and below

SCHOLASTIC REQUIREMENTS:

To remain in the Dental Assistant Program, the student must achieve 72% or more of the possible points for the course.

TEACHING METHODOLOGY:

Lecture, small group activities, videos, and simulations are a key component of this course. Effectiveness will be demonstrated by role plays and group discussion. The course is taught as three instructional units: psychology, customer service and methods of dealing with stress.

CENTER FOR ACCESSIBILITY RESOURCES:

You should meet with your instructor during the first week of class if:

1. you have a documented disability and need accommodations,
2. your instructor needs to know medical information about you, or
3. you need special arrangements in the event of an emergency.

If you have documented your disability, remember that you must make your request for accommodations through the Center for Accessibility Resources Online Services web page every term in order to receive accommodations. If you believe you may need accommodations, but are not yet registered with CFAR, please go to <http://linnbenton.edu/cfar> for steps on how to apply for services or call 541-917-4789.

LEARNING OUTCOMES:

1. Identify areas for personal growth while reviewing ways to live a healthy lifestyle
2. Apply knowledge of interpersonal relationships and relate it to the dental field in the areas of customer service and communication with the dental team.
3. Analyze work values, ethics, leadership skills and difference with gender, culture and cultural diversity.

STUDENT CONTRIBUTION:

Two hours of study are required for each hour of lecture. Assignments are given and you are expected to read those assignments prior to class. It is impossible to cover all portions of every topic in the time allotted for each class. This means that you must accept the responsibility for the material that is not discussed in class. When you find that information is not clear, it is your right and responsibility to raise questions that will clarify these points. Additional information on topics is provided to you in your class pack. You are responsible for all information included in the handouts.

GRADE POINT BREAKDOWN:

Homework	100
Quizzes	102
Class Activities	130
<u>Final</u>	<u>50</u>
Total points possible	382

WEEKLY ASSIGNMENTS:

Weekly assignments are to be completed and are due at the beginning of class session. Homework is submitted on Moodle. **Scanned** in homework no photos! **No late** homework will be accepted. It is your responsibility to get any missed notes or handouts from another student if you are absent. You will still need to submit your homework if you are absent on time.

EXAMS:

Weekly quizzes are given on Moodle, and will start at the beginning of class. You have one attempt allowed. No late quizzes will be accepted. Zero points will be given for a missed quiz. It is your responsibility to make sure your computer is working and that you have access to Moodle prior to the quiz due date. If you have a problem, it is your responsibility to contact tech services to resolve the issue as soon as possible. In addition, you must email the instructor, explaining the problem, as soon as an issue arises. Instructor notification does not exempt you from testing regulations. A final exam will be given during finals week in a classroom setting. Final exams are only offered during the original scheduled time; no other times will be accepted. If the final exam is not taken during the allotted time, zero points will be given.

DISTANCE EDUCATION POLICY:

For distance learning courses and programs, LBCC provides students with a unique username and password based on their official admission and registration records. The initial password expires on first login, and a new password must be created by the student. Any assistance provided to the student regarding their account requires the student to verify their identity. The student must enter their username and password each time the student enters into a distance education course. More information can be found on the eLearning webpage. There are no charges associated with the identity verification process. Students who wish to have their exams proctored follow LBCC-approved procedures, show proof of current enrollment, and provide photo identification

- Technology and resources are adequate to support a distance-learning environment. Current technologies include the following:
- Our online course management system is “Moodle” (Modular Object-Oriented Dynamic Learning Environment)

Current resources include the following:

- Moodle Technical and Administrator support
- Linn-Benton Community College Media Department support
- Faculty are adequately trained and skilled to use distance education methodologies.
- Moodle trainings are provided by the college or as needed by departments.