Human Relations in Dentistry Syllabus DA5.550

CREDITS 3 LECTURE: 3 TERM: Spring

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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 in regard to 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 ACTIVITES:**

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 a4reas of customer service e 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

Final 50

Total points possible 382

**WEEKLY ASSIGNMENTS:**

Weekly assignments are due at the beginning of class unless otherwise indicated by the instructor. No late homework will be accepted. It is your responsibility to get any missed notes or handouts from another student if you are absent. To get credit for homework done but not turned in when sick it must be turned in the very next day of your return to school. Homework will not be accepted after that first day back.