

# Minnesota State College Southeast

## MEDS 1219: Interpersonal Career Concepts

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: 0

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course is designed specifically for students in allied health occupations including Health Unit Coordinator, Medical Receptionist, Medical Secretary, Medical Transcriptionist, and Medical Coding Specialist. Students will learn effective communication skills within a medical setting. The course will cover effective tools needed to establish healthy interpersonal relationships within a student's personal life, family life, community, and workplace. Decision making, problem solving, critical thinking, and creative thinking will be introduced. Conflict resolution skills, harassing behavior, resume writing and professional interview techniques will be identified. (Prerequisites: None) (3 credits: 3 lecture/0 lab)

**B. COURSE EFFECTIVE DATES:** 12/05/2012 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

1. Introduction of personal characteristics that are crucial in a medical office setting
2. Introduction of effective communication skills
3. Recognizing key strategies for maintaining a professional attitude when dealing with conflict
4. Understanding the appropriate ethical and professional behavior when using technology to communicate
5. Understanding the importance of patient confidentiality
6. Focus on how to establish critical and creative thinking processes
7. Outline key strategies for successful resume writing and interviewing techniques

### D. LEARNING OUTCOMES (General)

None

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

### G. SPECIAL INFORMATION

None noted