

Module Code:	HLT303
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Module Title:	Professional Communication in a Health Context
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Level:	3	Credit Value:	20
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Cost Centre(s):	GANG	<u>JACS3</u> code:	B920
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Faculty:	Faculty of Social and Life Sciences	Module Leader:	Justine Mason
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Scheduled learning and teaching hours	40 hrs
Guided independent study	160 hrs
Placement	0 hrs
Module duration (total hours)	200 hrs

Programme(s) in which to be offered (not including exit awards)	Core	Option
BSc (Hons) Public Health and Wellbeing (with Foundation Year)	✓	<input type="checkbox"/>
BSc (Hons) Mental Health and Wellbeing (with Foundation Year)	✓	<input type="checkbox"/>
Dip HE Health and Social Wellbeing (with Foundation Year)	✓	<input type="checkbox"/>
BSc (Hons) Acupuncture (with Foundation Year)	✓	<input type="checkbox"/>
BSc (Hons) Complementary Therapies for Healthcare (with Foundation Year)	✓	<input type="checkbox"/>

Pre-requisites
None

Office use only

Initial approval: 12/12/2018
 With effect from: 01/09/2019
 Date and details of revision:

Version no:1
 Version no:

Module Aims

The module aims to introduce students to the theories and concepts of communication and professional language required by people wishing to enter a career in the health and social care sector. The core of the module will enable students to develop their interpersonal and communication skills that reflect the values of health and social care professionals and with clients/service users.

Intended Learning Outcomes

Key skills for employability

- KS1 Written, oral and media communication skills
- KS2 Leadership, team working and networking skills
- KS3 Opportunity, creativity and problem solving skills
- KS4 Information technology skills and digital literacy
- KS5 Information management skills
- KS6 Research skills
- KS7 Intercultural and sustainability skills
- KS8 Career management skills
- KS9 Learning to learn (managing personal and professional development, self-management)
- KS10 Numeracy

At the end of this module, students will be able to

Key Skills

At the end of this module, students will be able to		Key Skills	
1	Describe a range of communication theories and the need to use a variety of communication strategies when communicating with clients/service users	KS1	KS8
		KS3	KS9
		KS6	
2	Express an understanding of the importance of linguistically sensitive practice and its relevance to multi-cultural health context	KS1	KS7
		KS3	KS9
3	Demonstrate an awareness of the significance of effective communication for the range of professional roles with the health sector	KS1	KS6
		KS3	KS8
4	Demonstrate the ability to articulate their own communication and interpersonal skills within a health context	KS1	KS6
		KS2	KS9

Transferable skills and other attributes

Communication skills
 Anti-discriminatory practice skills
 Active listening skills
 Professional interpersonal skills

Derogations

None

Assessment:

Indicative Assessment Tasks:

1. Forum: Moodle forum discussion regarding theories of communication such as barriers to communication and how to promote good communication
2. Role play: Scenario based role play to allow students to demonstrate their communication skills using simulation

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)	Duration (if exam)	Word count (or equivalent if appropriate)
1	1	Learning logs/journals	50	n/a	1,500
2	2, 3 & 4	Simulation	50	10 mins	n/a

Learning and Teaching Strategies:

An interactive learning and teaching approach will be adopted and will involve, lectures, case-studies, group work, on line forums, in class discussion, group tutorials and simulations. Moodle will be used to support learning

Syllabus outline:

Communication and interpersonal skills
 Professional communication skills in a caring context
 Communication in a multi-lingual context
 Communicating in professional language and use of social media
 Barriers and impairments to effective communication (of all people)
 Conflict and communication
 Ethical communication (inc confidentiality)
 Models of communication
 Client/service user interaction
 Oral and written communication to include documentation and record keeping
 Skills as a communication tool towards multi-professional team working

Indicative Bibliography:

Essential reading

Moss, B., (2017) Communication Skills in Health and Social Care (4th Edition), Sage; London

O'Toole, G., (2016) Communication: Core Interpersonal Skills for Health Professionals (3rd edition), Elsevier; Chatswood

Thompson, N., (2015) People Skills (4th Edition), Palgrave Macmillan; London

Other indicative reading

Egan, G., and Reese, R.J., (2018) The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping