

Communication

Module Information

2022.01, Approved

Summary Information

Module Code	4010SWA
Formal Module Title	Communication
Owning School	Nursing and Allied Health
Career	Undergraduate
Credits	20
Academic level	FHEQ Level 4
Grading Schema	40

Teaching Responsibility

LJMU Schools involved in Delivery
Nursing and Allied Health

Learning Methods

Learning Method Type	Hours
Lecture	24
Workshop	16

Module Offering(s)

Display Name	Location	Start Month	Duration Number Duration Unit
JAN-CTY	CTY	January	12 Weeks

Aims and Outcomes

Aims	The aim of this module is to provide students with the opportunity to consider and develop effective communication skills for practice with both adults and children.
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After completing the module the student should be able to:

Learning Outcomes

Code	Number	Description
MLO1	1	Identify and describe the key communication skills used within social work settings.
MLO2	2	Identify and explain the interpersonal skills that facilitate effective communication with service users.
MLO3	3	Identify and describe the skills that facilitate effective communication in multi-agency working.

Module Content

Outline Syllabus	<ul style="list-style-type: none"> • The foundations of effective communication: self-awareness, active listening, strengths based communication, learning to ask good questions. • Service users' and carers' views on good communication. • Communicating with children, using play, art and developmentally appropriate activities • Speech, language and communication skills in adolescents • Family work: family dynamics, engaging members, working with conflicting perspectives • Safety and risk: working with hostility and deception • Motivational interviewing • Person-centred communication with people with cognitive impairments • Visual and tactile communication • Cross-cultural communication; working with interpreters, awareness of non-verbal cultural norms • Electronic communication and social media • Courtroom skills • Communication in multi-agency working
Module Overview	
Additional Information	<p>This module is mapped to the following standards for social work education</p> <p>Apprenticeship Standards</p> <p>Professional values and ethics</p> <p>Skills – must be able to:</p> <ul style="list-style-type: none"> • ensure the highest standard of person centred approach, so that people are treated with dignity • and their rights, values and autonomy are respected • practise in a non-discriminatory manner <p>Knowledge – must know and understand:</p> <ul style="list-style-type: none"> • that relationships with individuals and their carers should be based on respect, honesty and integrity • how to develop relationships appropriately • the impact of different cultures and communities and how this <p>Views of people who use services, carers and families</p> <p>Skills – must be able to:</p> <ul style="list-style-type: none"> • hear the views of people who use services, carers, their families and communities, recognise their expertise, and enable their views to have validity and influence • promote the best interests of people who use services, carers, their families and communities • Work with people to enable them to make informed decisions and exercise their rights <p>Knowledge – must know and understand:</p> <ul style="list-style-type: none"> • the contribution that peoples' own resources and strengths can bring to social work <p>Evidence-based decision making and analysis</p> <p>Skills – must be able to:</p> <ul style="list-style-type: none"> • make and receive referrals appropriately • initiate resolution of issues and use initiative <p>Knowledge – must know and understand:</p> <ul style="list-style-type: none"> • that experiences and feelings affect behaviour in interactions <p>Personal and professional development</p> <p>Skills – must be able to:</p> <ul style="list-style-type: none"> • identify and apply strategies to build professional and emotional resilience <p>Knowledge – must know and understand:</p> <ul style="list-style-type: none"> • the requirements of the relevant professional body <p>Safe professional practice and safeguarding</p> <p>Skills:</p> <ul style="list-style-type: none"> • Establish and maintain personal and professional boundaries <p>Knowledge:</p> <ul style="list-style-type: none"> • How to maintain you own personal safety and that of others in complex situations <p>Communication</p> <p>Skills:</p> <ul style="list-style-type: none"> • communicate in English at the level required by the HCPC • communicate your role and purpose sensitively and clearly, using appropriate language and methods • communicate in a way which is engaging, respectful, motivating and effective, even when dealing with conflict or resistance to change • exercise professional curiosity • have difficult conversations with empathy <p>Knowledge:</p> <ul style="list-style-type: none"> • the range of communication methods available to meet specific needs (both verbal and non-verbal) • the importance of the impact of verbal and nonverbal communication • how communication skills affect the assessment of, and engagement with, individuals and their families/carers • the range of factors that affect effective communication e.g. age, capacity, learning ability and physical ability <p>Working with others:</p> <p>Skills:</p> <ul style="list-style-type: none"> • Demonstrate effective interpersonal skills <p>Knowledge:</p> <ul style="list-style-type: none"> • The full range of interpersonal skills required to work with other professionals and agencies <p>Recording and Reporting:</p> <p>Knowledge:</p> <ul style="list-style-type: none"> • The principals of good recording and record keeping <p>Use of technology</p> <p>Skills:</p> <ul style="list-style-type: none"> • Use technology to communicate appropriately <p>Knowledge:</p> <ul style="list-style-type: none"> • The potential misuses of technology e.g. social media <p>Social Work England Professional Standards</p> <p>Standard 1: Promote the rights, strengths and wellbeing of people, families and communities (1.1, 1.2, 1.3, 1.4)</p> <p>Standard 2: Establish and maintain the trust and confidence of people (2.4, 2.5)</p> <p>Standard 3: Be accountable for the quality of my practice and the decisions I make (3.3, 3.6, 3.10, 3.15)</p> <p>Standard 4: Maintain my continuing professional development (4.1, 4.8)</p> <p>Standard 5: Act safely, respectfully and with professional integrity (5.2, 5.6)</p> <p>Standard 6: Promote ethical practice and report concerns (6.3)</p> <p>PCF domains</p> <p>Professionalism; Values & Ethics; Critical reflection & Analysis; Skills & Interventions</p> <p>Knowledge and Skills Statements</p> <p>Knowledge and Skills for Approved Child and Family Practitioners: Communication; Child Development</p> <p>Knowledge and Skills Statement for Social Workers in Adult Services: Person-centred practice; Direct work with individuals a</p>

Assessments

Assignment Category	Assessment Name	Weight	Exam/Test Length (hours)	Module Learning Outcome Mapping
Portfolio	Portfolio	100	0	MLO1, MLO2, MLO3

Module Contacts

Module Leader

Contact Name	Applies to all offerings	Offerings
Ceri Anwen Jones	Yes	N/A

Partner Module Team

Contact Name	Applies to all offerings	Offerings
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