



Module Specification

Interpersonal Skills for Paramedic Practice

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Part 1: Information

Module title: Interpersonal Skills for Paramedic Practice

Module code: UZYSV9-15-1

Level: Level 4

For implementation from: 2023-24

UWE credit rating: 15

ECTS credit rating: 7.5

Faculty: Faculty of Health & Applied Sciences

Department: HAS School of Health and Social Wellbeing

Partner institutions: None

Field: Allied Health Professions

Module type: Module

Pre-requisites: None

Excluded combinations: None

Co-requisites: None

Continuing professional development: No

Professional, statutory or regulatory body requirements: None

Part 2: Description

Overview: This Module has been designed to enhance your understanding of applied interpersonal skills for the theory and practice of paramedicine. Interpersonal communication is an integral part of everyday life. The ability to communicate effectively to a diverse community and to other health care professionals is arguably the most essential skill required by all paramedics. Effective communication is recognised as a core competence, if we don't get it right then patient care can suffer as a result and a poor image is created of ourselves and of our profession. Effective

interpersonal communication should therefore be placed at the forefront of our practice. The module examines the importance of effective communication and its role in the assessment of, and engagement with patients and carers and how the means of communication should be modified to address and take account of factors such as age, capacity, learning ability and physical ability.

Features: Not applicable

Educational aims: The aims of this module are to explore the importance of effective communication and its role in the assessment of, and engagement with patients and carers and how the means of communication should be modified to address and take account of factors such as age, capacity, learning ability and physical ability.

Outline syllabus: Participatory Communication:

Communication theories

Effects of illness and injury on ability to communicate

The effects of aging and sensory decline

Building respect, empathy and trust

Issues of diversity and communication

Interpersonal Skills:

Active listening and tone of voice

Verbal & non-verbal communication

Self-awareness

Reflecting on interpersonal skills

Introduction to critical writing skills

Barriers to Participatory Communication:

Environmental and interpersonal factors

Communicating with diverse group across the lifespan

Responding to angry, aggressive or violent reactions

Psychological effects of trauma and responses to death, grief and bereavement

Interprofessional Communication:

Sources of support and information

Issues of confidentiality across all mediums and reporting

Paramedic role in health promotion

Teamwork and leadership

Communication Technology:

Patient report forms

Radio procedure

Use of telemetry

Phonetics and the NATO alphabet

Communications during a mass-casualty incident

Part 3: Teaching and learning methods

Teaching and learning methods: Scheduled learning includes lectures and seminars.

Independent learning includes hours engaged with essential reading, reflective case-study preparation and completion.

Although the module does not include a practice placement or placement hours, it draws on practice experiences from other modules.

Teaching will typically be delivered through a number of interactive lecture and seminar days. Students are also given access to bespoke, interactive learning resources for the module, containing audios and quizzes, giving opportunities to develop knowledge and understanding as they progress through the module.

Students are encouraged to evaluate their own interpersonal skills in placement and

to observe those of their clinical colleagues. This will form the basis of their reflective assignment.

Module Learning outcomes: On successful completion of this module students will achieve the following learning outcomes.

MO1 Explain how to use appropriate communication and interpersonal skills to assess, and engage with patients, carers and others, and how to modify practice, taking into account factors that may impact communication.

MO2 Discuss the barriers to participatory communication in the urgent and emergency environment and explore the strategies that can be employed to overcome these.

MO3 Distinguish between the different physical and psychological responses to stressful events and evaluate a range of methods for managing conflict situations.

MO4 Reflect on the professional responsibility and the need to communicate sensitively in a way that acknowledges the individual's experiences, values, culture and beliefs.

Hours to be allocated: 150

Contact hours:

Independent study/self-guided study = 114 hours

Face-to-face learning = 36 hours

Total = 150

Reading list: The reading list for this module can be accessed at [readinglists.uwe.ac.uk](https://uwe.rl.talis.com/modules/uzysv9-15-1.html) via the following link <https://uwe.rl.talis.com/modules/uzysv9-15-1.html>

Part 4: Assessment

Assessment strategy: Reflective piece evaluating elements of interpersonal skills, in the form of a 2500 word reflective assignment.

Rationale; to provide an opportunity to assess the student's ability to reflect upon the principles and relevant theory of communication and interpersonal skills in health and social care.

Formative assessment will take place through skills supervision and feedback, also tutorial support and reading by a personal tutor of draft work.

Assessment tasks:**Reflective Piece (First Sit)**

Description: 2500 word reflective assignment.

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4

Reflective Piece (Resit)

Description: 2500 word reflective assignment.

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4

Part 5: Contributes towards

This module contributes towards the following programmes of study: