



MODULE SPECIFICATION

Part 1: Information			
Module Title	Communication and Interpersonal Skills		
Module Code	UZWY3S-15-1	Level	1
For implementation from	April 2017		
UWE Credit Rating	15	ECTS Credit Rating	7.5
Faculty	Health and Applied Sciences	Field	Acute and Critical Care Adult Nursing
Department	Nursing and Midwifery		
Contributes towards	FdSc Nursing Associate		
Module type:	Standard		
Pre-requisites	None		
Excluded Combinations	None		
Co- requisites	None		
Module Entry requirements	None		

Part 2: Description
<p><i>On successful completion of this module the trainee nursing associates will be able to communicate effectively across a wide range of channels and with a wide range of individuals, the public, Health and Social Care Professionals, maintain the focus of communication on delivering and improving health and care services and will possess those inter-personal skills that promote clarity, compassion, empathy, respect and trust (NHS HEE 2016)</i></p> <p>This module will enable an individual to develop a range of interpersonal skills whilst considering both verbal and nonverbal communication across a range of client groups, and health care professionals. In addition, this module will enable the development of a repertoire of skills, which support the promotion of clear and effective communication. Barriers to communication will also be considered and strategies developed to resolve potential issues. For example how a client's/patients clinical presentation may affect verbal and non-verbal communication.</p> <p>Record keeping is an integral part of nursing practice and this module will consider the importance of accurate recording, reporting and secure storing of information and data to maintain confidentiality and in light with organisational and national data protection policies.</p> <p>Links to Domain 4 Communication and interpersonal skills</p> <p>Syllabus Content</p> <ul style="list-style-type: none"> • Verbal and nonverbal communication • Barriers to effective communication • Record keeping and storage • Data protection • Communication strategies and techniques • Communicating in sensitive situations

- Digital literacy
- Communication with all individuals, families, carers, service users and colleagues,
- Confidentiality
- Dealing with conflict

Part 3: Assessment

The aim of this module is to develop communication skills therefore the assessment strategy aims to develop those skills further. The Trainee Nursing Associate will conduct a 15 minute presentation focusing on an aspect of communication and/or interpersonal skills required for clinical practice. This presentation will be under controlled conditions in a classroom setting

Formative assessment will be undertaken within the module delivery in identified sessions focusing on peer and academic review.

% weighting between components A and B (Standard modules only)	A:	B:
	100%	

First Sit

Component A (controlled conditions) Description of each element	Element weighting (as % of component)
15 minute presentation	100%


Resit (further attendance at taught classes is not required)

Component A (controlled conditions) Description of each element	Element weighting (as % of component)
15 minute presentation	100%

Part 4: Teaching and Learning Methods

Learning Outcomes	<p>The learning outcomes have been developed from the Nursing Associate Curriculum Framework Domain 4 (NHS, HEE 2016).</p> <p>On successful completion of this module the Trainee Nursing Associate will be able to:</p> <ul style="list-style-type: none"> • Discuss a range of techniques and methods (and the principles underpinning them) that facilitate clear and effective communication with all individuals, family, carers, and colleagues. (Component A) • Understand how to communicate complex, sensitive information to a variety of health and care professionals through a range of appropriate techniques and strategies. (Component A) • Discuss the use of appropriate verbal and non-verbal communication with individuals (Component A) • Consider different methods of communication for professional practice in the context of diversity, individual choice and preferences (Component A) • Define therapeutic approaches utilized with service users, carers and families in relation to communication strategies (Component A) <p>This module will use a variety of teaching and learning methods which may include;</p> <ul style="list-style-type: none"> • E learning • Seminars • Group work • Directed and self-directed learning
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Key Information Sets Information (KIS)

Contact Hours	Key Information Set - Module data					
	Number of credits for this module					15
Total Assessment	Hours to be allocated	Scheduled learning and teaching study hours	Independent study hours	Placement study hours	Allocated Hours	
	150	36	114	0	150	
Reading List	Practical Exam: Presentation					
	Total assessment of the module:					
	Written exam assessment percentage					0%
	Coursework assessment percentage					0%
	Practical Exam					100%
100%						
<p>They will also be expected to read more widely by identifying relevant material using the Module Handbook, the Library Catalogue and other sources including online databases. Throughout the module students will be encouraged to identify literature relevant to academic study and the presenting of information to others. Assistance will be available through online library tutorials to enhance their research and referencing skills.</p> <p>Bach, S. and Grant, A. (2015) <i>Communication and interpersonal skills in nursing</i>. 3rd edn. London: Learning Matters</p> <p>Baughan, J. and Smith, A. (2013) <i>Compassion, caring and communication: skills for nursing practice</i>. 2nd edn. Abingdon: Routledge</p> <p>Gault, I., Shapcott, J., Luthi, A. & Reid, G. (2017) <i>Communication in nursing and healthcare: a guide for compassionate practice</i>. London: Sage</p> <p>Jackson-Dwyer, D. (2014) <i>Interpersonal Relationships</i>, Hove: Routledge</p> <p>Pavord, E. and Donnelly, E. (2015) <i>Communication and Interpersonal Skills</i>, 2nd edn. Banbury: Lantern Publishing</p>						

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First CAP Approval Date	28 th March 2017			
Revision CAP Approval Date		Version	1	Link to MIA 10683