



Module Specification

Communication and Interpersonal Skills

Version: 2023-24, v2.0, 25 Jul 2023

Contents

| | |
|--|----------|
| Module Specification | 1 |
| Part 1: Information | 2 |
| Part 2: Description | 2 |
| Part 3: Teaching and learning methods | 4 |
| Part 4: Assessment..... | 5 |
| Part 5: Contributes towards | 6 |

Part 1: Information

Module title: Communication and Interpersonal Skills

Module code: UZWY3S-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: Acute and Critical Care Adult Nursing

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: 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).

Features: Not applicable

Educational aims: 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.

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.

Links to Domain 4 Communication and interpersonal skills.

Outline syllabus: Syllabus Content:

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: Teaching and learning methods

Teaching and learning methods: This module will use a variety of teaching and learning methods which may include;

E learning

Seminars

Group work

Directed and self-directed learning

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

MO1 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

MO2 Understand how to communicate complex, sensitive information to a variety of health and care professionals through a range of appropriate techniques and strategies

MO3 Discuss the use of appropriate verbal and non-verbal communication with individuals

MO4 Consider different methods of communication for professional practice in the context of diversity, individual choice and preferences

MO5 Define therapeutic approaches utilized with service users, carers and families in relation to communication strategies

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/uzwy3s-15-1.html) via the following link <https://uwe.rl.talis.com/modules/uzwy3s-15-1.html>

Part 4: Assessment

Assessment strategy: 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.

Assessment tasks:

Presentation (First Sit)

Description: Presentation (15 minutes)

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4, MO5

Presentation (Resit)

Description: Presentation (15 minutes)

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4, MO5

Part 5: Contributes towards

This module contributes towards the following programmes of study: