

Module Specification

Module Summary Information

1	Module Title	Interpersonal and Communication Skills
2	Module Credits	20
3	Module Level	3
4	Module Code	HEL3010
5	Semester Taught	1

6	Module Overview
The Foundation Year has been specifically designed to meet your needs as a student and support you in developing the knowledge, skills and understanding which are essential to succeeding as a student in Higher Education and a professional in your intended destination profession. This module will focus on enabling you to gain a deeper understanding of the interpersonal skills and behaviours required to work in your chosen area. Through a range of class-based and student-focused activities, you will explore the different concepts of effective interpersonal and communication skills essential to your own personal development and progression. By engaging in this module, you will identify how beliefs and values and culture may influence interactions with others. You will also address the importance of effective communication and how this can lead you to have a more professional approach in your chosen area of work. The aims of this module are: - To develop an overall understanding of the key elements of effective interpersonal and communication skills. - To understand the factors that influence both personal and professional behaviours that underpin employability. This module addresses the following foundation year aims: - To apply your knowledge and understanding to the processes and protocols of studies in higher education, and to begin to recognise their relevance in a range of subject disciplines, and related professional context. - To promote an outward perspective and global understanding of international issues including resources and sustainability, academic practice and studies in higher education and to begin to recognise their impact worldwide - To recognise the interrelated nature of subjects and topics across a range of disciplines and their potential impact on related professions. - To provide a foundation upon which knowledge and understanding can be built in preparation for related and relevant employment.	

7	Indicative Content
	• Concepts of Interpersonal Skills • Effective Communication Strategies • Different forms of communication. • Ideas and strategies on managing difficult communication situations – practical application and discussion. • Engaging with Self and Others • Emotional intelligence and resilience. • Behaviours that support positive interactions. • Effective inter-cultural communication • Conflict management. • Professionalism and Behaviour Management • Employment and Employability. Formative assessment will be embedded into the course in the form of a mid-module feedback tutorial and a small-group presentation with feedback in advance of your final submission. For your final submission you will have the opportunity to focus the content specifically on your areas of interest in your future career.

8	Module Learning Outcomes
	On successful completion of the module, you will be able to:
	1 Discuss the importance of effective interpersonal and communication skills drawing on appropriate evidence
	2 Identify how beliefs and values may influence interactions with others
	3 Apply the theories of interpersonal and communication skills to your future professional practice

9	Module Assessment		
Learning Outcome Number <i>(from table 8)</i>	Coursework	Exam	In-Person
1, 2, & 3	X (100%)		

10 Breakdown of Learning and Teaching Activities		
Learning Activities	Hours	Details of Duration, Frequency and other comments
Scheduled Learning (SL) includes lectures, practical classes and workshops as specified in timetable.	31 hours <u>Breakdown</u> - In-person: 30 hours - Online synchronous: 1 hour	Module is delivered over a 12-week semester. 3hr seminar x 10 (in-person) 30mins tutorials x 2 (formative feedback opportunity)
Directed Learning (DL) includes placements, work-based learning, peer group learning external visits, on-line activity, Graduate+, peer learning, as directed on VLE	30 hours	Pre- and post-session activities: Directed reading of appropriate sources: journal articles, websites: Preparation for formative assessment. Guided engagement with multimedia sources: videos and podcasts, virtual placements.
Private Study (PS) includes preparation for exams	139 hours	These hours will encompass research, reading and engagement in activities that support the completion of the assessment
Total Study Hours:	200 hours	

11	Key Texts and Online Learning Resources
	Ali, M. (2017) How to Communicate Effectively in Health and Social Care. Hove. Pavilion Publishing and Media Ltd. Adler, R., Rodman, G and du Pre, A. (2013) Understanding Human Communication. 12th ed. New York: Oxford University Press. Cottrell, S. (2015) Skills for Success: Personal Development and Employability London. Palgrave. Day, J. (2013) Interprofessional Working. An Essential Guide for Health and Social Care professionals. 2nd edn. Andover. Cengage Learning De Janasz, S. C., O.Dowd, K. and Schneider, B.Z. (2018) Interpersonal Skills in Organisations. 6th edn. New York, McGraw-Hill Education. Duck, S. & McMahan, T. (2010) Communication in Everyday Life. London. Sage Publications Ltd. Goleman, D. (1985) Emotional Intelligence: Why it can matter more than IQ. London, Bloomsbury Publishing. Goleman, D. (2007) Social Intelligence: The New Science of Human Relationships. London, Arrow Books.

Hall, E.T. (1976) *Beyond Culture*. London. Anchor Books

Hargie, O. (2017) *Skilled Interpersonal Communication: Research Theory and Practice*. 6th edn. London. Routledge.

Harms, L. (2007) *Working with People*. Melbourne. Oxford University Press

Hayes, J. (2004) *Interpersonal Skills at Work*. 2nd edn. Routledge, London

Moss, B. (2015) *Communication Skills in Health and Social Care*. 4th edn. London. Sage Publications Ltd.

South B (2007) Combining mandala and the Johari Window: an exercise in self-awareness. *Teaching and Learning in Nursing* 2(1): 8–11

Thomas, J., Pollard, K.C. and Sellman, D. (2014) *Interprofessional Working in Health and Social Care. Professional Perspectives*. 2nd edn. Basingstoke: Palgrave Macmillan.

Thompson, N. (2012) *The People Solutions Sourcebook*. 2nd edn. Basingstoke, Palgrave Macmillan.

Thompson, N. (2015) *People Skills*. 4th ed. London: Palgrave.

Further reading:

Burgoon, J. K., & Hoobler, G. D. (2002). Nonverbal signals. In M. L. Knapp & J. A. Daly (Eds.), *Handbook of interpersonal communication* (pp. 239-280). Sage Publications.

Cribs, A. and Gewirtz, S. (2015) *Professionalism*. London. Polity Press.