

## 14100 - Grado en Psicología

### 141090 - Personal and communication skills in patient care

#### Información del programa

**Titulación:**

14100 - Grado en Psicología

**Curso académico:**

2023/24

**Asignatura:**

141090 - Personal and communication skills in patient care

**Periodo impartición:**

Segundo semestre

**Curso:**

4

**Tipo:**

Optativa

**Créditos ECTS:**

6.0

#### Justificación

Successful communication involves the use of knowledge, techniques and skills that will help us to be more effective in our professional performance. In this way we will be able to create an atmosphere of trust and credibility that facilitates mutual understanding.

This course is structured in three units. Units 1 and 2 present an introduction to communicative behaviour and interpersonal communication skills that favour social relationships. Unit 3 deals with interpersonal communication in the clinical context; techniques for communicating bad news as well as techniques for shared decision-making with the ill person are covered.

At the end of the course, students will have learned and practised different communication skills that will facilitate their personal and working lives.

#### Prerrequisitos

None required

#### Competencias de la asignatura

## **Competences and evaluation indicators**

C1. To identify the fundamentals of human communication.

I 1.1 Differentiates aspects of verbal and non-verbal communication.

I 1.2 Recognises biases and misattributions in communication.

C2 To distinguish and to practice different key interpersonal communication skills.

I 2.1 Develops capacity for empathy.

I 2.2 Understands the necessary aspects of active listening.

I 2.3 Effectively employs specific interpersonal communication skills.

I 2.4 Develops assertiveness.

I 2.5 Understand the meaning of conflict resolution and demonstrate how problem-solving skills can help in times of conflict.

C3 To identify and implement communication and stress reduction techniques in the clinical context.

I 3.1 Identifies and practises emotional intelligence in the clinical context.

I 3.2 Correctly applies the systematics of the communication process of bad news to specific cases.

I 3.3 Identifies and applies the steps of the SHARE process for shared decision-making with the patient.

I 3.4 Identifies and applies the principles of the PERMA model to reduce stress and increase subjective well-being.

# **Contenidos**

## **Course content**

Unit I Introduction to human communication

*Topics of Unit I*

1.1 Verbal and non-verbal communication

1.2 Barriers and errors in communication

1.3 Causal attribution and biases

Unit II Interpersonal communication skills

*Topics of Unit II*

2.1 Empathy

2.2 Active listening

2.3 Social skills

2.4 Communication styles. Assertiveness

2.5 Conflict resolution

Unit III Communication in the clinical context

*Topics of Unit III*

3.1 Emotional intelligence in the clinical context

3.2 Communicating bad news

3.3 Shared decision making

3.4 Managing stress to communicate better

#### **Assessment tasks**

Assessment of Units 1 & 2

Assessment of Unit 3

**Videoconferences (Mondays 17:30h-18:30h and Fridays 16:30h-17:30h)**

Videoconferences of 1 h along the course

## **Estrategia de enseñanza-aprendizaje, sistema de evaluación y documentación**

#### **Learning Methodology**

The University of Deusto Learning Model (MAUD) is the learning methodology for each topic. Students' workload is arranged following the 5-step cycle of Deusto's pedagogical model: Experiential context, reflexive observation, conceptualization, active experimentation and evaluation.

Learning methods are varied and include watching videos, reading news stories, completing questionnaires, individual reflection and group discussions.

#### **Course dedication**

In accordance with the 6 ECTS assigned, the dedication required of the student to follow the course and fulfil its requirements is 150 hours.

*Time dedication per Unit:*

- Unit I Introduction to human communication (20% of total time, 30h)
- Unit II Interpersonal communication skills (33% of total time, 50h)
- Unit III Communication in the clinical context (27% of total time, 40 h)

*Weekly dedication to the subject:*

- 10 hours per week distributed approximately in this way:
- 6 hours of planned work
- 2 hours of personal study
- 2 hours of attendance and participation in the synchronous sessions by videoconference

#### **Evaluation system**

*Evaluation of competences*

Competence 1 and its respective indicators (C1; I 1.1; I 1.2) will be assessed by the completion of the assignment 1&2 “Written analysis of communication patterns detected in a video sequence” and the analysis and evaluation of the 5 exercises of topics 1.1, 1.2 and 1.3 shared in class. These exercises involve 5 activities such as interpreting non-verbal communication in pictures, conducting interviews on the importance of communication in the work environment, and exercises on stereotypes and attribution bias in real-life scenarios.

Competence 2 and its respective indicators (C2; I 2.1; I 2.2, I 2.3, I 2.4 I 2.5) will be assessed by the completion of the assignment 1&2 “Written analysis of communication patterns detected in a video sequence” and the analysis and evaluation of the exercises of topics 2.1 to 2.5 shared in class. These exercises involve 12 activities including individual video analysis activities, quizzes, test games, reflection questions, problem solving with possible scenarios, practice of good habits in daily life, debates and dilemmas.

Competence 3 and its respective indicators (C3; I 3.1; I 3.2, I 3.3, I 3.4, I 3.5) will be assessed by the completion of the assignment 3 “Written analysis of communication patterns detected in a video sequence” and the analysis and evaluation of the exercises of topics 3.1 to 3.4 shared in class. These exercises involve various activities including individual video analysis activities, role playing, reflection questions, dilemmas, among others.

### **Assessment of learning**

Assessment and academic progression will be monitored through individual assignments and class work.

In order to complete the course successfully, students must complete two individual assignments. The teacher will grade the assignments given to the student. The grading will include qualitative feedback for improvement. The return, evaluation and detailed commentary of the assignments will be carried out in 15 days at the latest.

Class work will be assessed and it will be part of the final grade. Successful class work involves attitudes such as: sharing completed exercises during the virtual classes, critical thinking, debate participation, active participation, initiative and proactivity.

#### *Calculation of the final grade*

For the calculation of the final grade, the evaluation of the two assignments + evaluation of the class work will be taken into account. The final grade will range from 0 (minimum) to 10 (maximum).

#### **Evaluation of the Assignments (80% of the final grade)**

- Assignment 1: It involves all the topics of Units 1 & 2. The task consists of a multiple choice test and a written analysis of communication patterns detected in a video sequence - individual work (1.5 pages long. All reports should be typed, double-spaced, with 12-point font and one inch margins). It will be graded with a score between 0 to 4.
- Assignment 2: It involves all the topics of Unit 3. The task consists of a multiple choice test and a written analysis of communication patterns detected in a video sequence- individual work (1.5 pages long. All reports should be typed, double-spaced, with 12-point font and one inch margins). It will be graded with a score between 0 to 4.

#### **Evaluation of the class work (20% of the final grade. It will be graded between 0 to 2)**

- The learner will use a rubric to assess his/her learning progress.
- The teacher will use another rubric to assess class work.

In the extraordinary call, the student must re-submit and pass those parts of the assignments or the exercises of each topic that are pending. It is reminded that attendance to the face-to-face sessions is a requirement to access the assessment.

### **Documentation**

These are some of the books used to deal with the topics of the course. This list is not exhaustive. These books are available for online reading at the University of Deusto's library. The link to the book is provided.

Pozo Flórez, J. A. D. (2013). Técnicas de comunicación personal y grupal.. ECU. <https://elibro-net.proxy-oceano.deusto.es/es/ereader/univdeusto/43212?page=1>

Jenicek, M. (2012). A Primer on Clinical Experience in Medicine: Reasoning, Decision Making, and Communication in Health Sciences.. Taylor & Francis Group. <https://elibro-net.proxy-oceano.deusto.es/es/lc/univdeusto/titulos/141280>

Cooper, N. (Il.) & Frain, J. (Il.). (2018). ABC of Clinical Communication.. Wiley. <https://elibro-net.proxy-oceano.deusto.es/es/lc/univdeusto/titulos/188387>