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## Communication and Interpersonal Skills - SO307

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Location	Term	Level <a href="#">1 (#info)</a>	Credits (ECTS) <a href="#">2 (#info)</a>	Current Convener <a href="#">3 (#info)</a>	2021 to 2022
Medway (version 2)	Autumn	4	15 (7.5)	DR A Kelly	✓

### Overview

In this module students will be introduced to concepts of professionalism and 'relationship' in social work and the role of self-monitoring and reflection. They will learn about, discuss and practise a range of communication and interpersonal skills. These will include: the commencement of effective contacts with service users and colleagues; active listening and attending skills; the role of non-verbal communication; empathy; effective use of questions; paraphrasing and summarising; challenging constructively and managing conflict; the use of electronic and telephone communication; and working with people with special communication needs. Students will also explore the use of feedback in the classroom and in professional practice and supervision.

In addition the module will introduce students to the theoretical underpinnings of models of personal and professional communication. They will also be encouraged to explore and reflect on the application of social work values and will analyse the impact of inequality, power and diversity in relation to engaging with the experiences of others.

### Details

#### Contact hours

Total contact hours: 22  
Private study hours: 128  
Total study hours: 150

#### Availability

Offered annually

## Method of assessment

Main assessment methods

Coursework- role play recording plus commentary (1000 words) - 40%

Coursework - reflective diary (2000 words) - 60%

Students must pass both individual main assessment components to pass the module

Reassessment methods

Like-for-like

## Indicative reading

Egan G. (2010) *The Skilled Helper: A problem management approach to helping*. 9th Edn. Pacific Grove, CA: Brooks/Cole

Hargie, O. & Dickson, D. (2004) *Skilled Interpersonal Communication: Research, Theory and Practice*. London: Routledge

Koprowska, J (2010) *Communication and Interpersonal Skills in Social Work*. 3rd Edn, Exeter: Learning Matters

Lishman, J. (2009) *Communication in Social Work*. 2nd Edn. BASW Macmillan

Miller, L (2012) *Counselling Skills for Social Work*. 2nd Edn. London: Sage

Moss, B. (2012) *Communication Skills in Health and Social Care*, 2nd Edn, London: Sage

Thompson, N (2011) *Effective Communication: a Guide for the People Professions*. 2nd Edn.

Basingstoke: Palgrave Macmillan

Trevithick, P. (2012) *Social Work Skills and Knowledge: a Practice Handbook*. Maidenhead: Open University Press

[See the library reading list for this module \(Medway\)](https://medway.rl.talis.com/modules/so307.html)

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## Learning outcomes

The intended subject specific learning outcomes. On successfully completing the module students will be able to

1. Recognise the underlying theoretical and research base informing communication and interpersonal skills in social work
2. Demonstrate core communication skills and the capacity to develop them.
3. Demonstrate capacity to engage with others in order to build compassionate and effective relationships, with a particular focus on communicating with those who may be vulnerable.
4. Describe the importance of self-awareness, self-monitoring, professional boundaries and

emotional resilience in social work practice.

5. Demonstrate awareness of the impact of diversity and the relevance of anti-discriminatory and anti-oppressive principles in interpersonal communication.

6. Demonstrate basic skills of reflection and recognition of the role of reflective practice.

The intended generic learning outcomes. On successfully completing the module students will be able to:

1. Demonstrate skills in working together with others, including giving and receiving feedback and contributing to the learning of others

2. Demonstrate personal and professional development

## Notes

1. **Credit level 4.** Certificate level module usually taken in the first stage of an undergraduate degree.
2. **ECTS credits** are recognised throughout the EU and allow you to transfer credit easily from one university to another.
3. **The named convenor** is the convenor for the current academic session.

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### Contact us

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4/2/2021

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All contacts

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