

Advanced Communication Skills

Module Code:	NUR7020-C
Academic Year:	2018-19
Credit Rating:	30
School:	School of Nursing and Healthcare Leadership
Subject Area:	Nursing
FHEQ Level:	FHEQ Level 7 (Masters)

Pre-requisites:

Co-requisites:

Contact Hours

Type	Hours
Lectures	10
Tutorials	10
Laboratory	10
Directed Study	120
Other (DO NOT USE)	149
Examinations DO NOT USE	1

Availability Periods

Occurrence	Location/Period
BDA	University of Bradford / Semester 1 (Sep - Jan)
BDA	University of Bradford / Semester 2 (Feb - May)
BDA	University of Bradford / Semester 3 (June - Oct)

Module Aims

Practice & appraise the effective application of advanced communication skills & strategies to support, maintain & enhance the emotional well being of SU's, their carers, family and friends. Enhance existing communication skills in order to effectively elicit, assess and provide tailored responses to the health related needs, worries & concerns of SU's, their

carers, family & friends. Monitor response to interaction and subsequent behaviour.

Facilitate development of skills associated with critical reflection in order to appraise individual & others advanced communication skills & offer constructive feedback where appropriate. Analyse the levers, barriers, facilitators and challenges to transferring & sustaining effective communication in clinical contexts.

Outline Syllabus

Evidence base of communications skills training.

Models, concepts and frameworks of interpersonal communication, self awareness and reflection.

Key skills of advanced communication including listening, assessing concerns, delivery complex information, engaging in decision making, handling strong emotions, delivering bad news and handling challenging consultations e.g. advanced care planning.

Receiving and providing feedback, communication and team work.

Ongoing support and supervision to facilitate effective communication.

Module Learning Outcomes

On successful completion of this module, students will be able to...

- 1
 - 1.1 Engage in critical analysis of the evidence associated with effective communication and the concepts, models and frameworks of interpersonal communication through portfolio work.
 - 1.2 Demonstrate self awareness and reflection in order to engage in effective communication through portfolio work and practical application including OSCE.
- 2
 - 2.1 Demonstrate a comprehensive range of communication skills that facilitate the development of appropriate therapeutic relationships and enable expression of concerns.
 - 2.2 Provide individualised clinical information to meet needs, and respond safely and appropriately in interactions with others in complex situations.
 - 2.3 Critically evaluate the cultural, political and organisational influences on communication in health care practice.
- 3
 - 3.1 Demonstrate assessment of ongoing development and learning needs and implement planned actions that sustain effective communication in professional practice.

Learning, Teaching and Assessment Strategy

This module provides advanced communication skills training for health professionals working with service users, their carers, family & friends. It has been designed to incorporate the evidence based features, learning and teaching approaches evaluated in the Connected Advanced Communication Skills (ACS) Programme (copyright). It is widely recognised that advanced communication skills expected of multidisciplinary team members in cancer care (DH 2000, NICE 2004) are needed by most front line clinicians so they can better communicate and support service users through the challenges of health and illness and engage them in decision making to promote independence, concordance and choice. The module adopts a learner centred approach, integrating simulated experiential learning,

to enhance existing communication skills and improve quality of care delivery. A formative assessment will give students opportunity to practice communication skills and receive constructive feedback. LO1.1 & 3.1 will be achieved through lectures, discussion, tutorial, self directed learning, guided reading and case based learning. LO1.2 will be achieved by group work and reflective activities. LO2.1, 2.2 will be achieved by discussion, demonstration and role play. Assessment mode 1 will assess LO2.1, 2.2. Assessment mode 2 will assess LO 1.1, 1.2 & 3.1.

Mode of Assessment

Type	Method	Description	Length	Weighting	Final Assess'
Summative	Examination - practical/laboratory	OSCE	1 hour	50%	No
Summative	Coursework	Portfolio	0 hours	50%	Yes

Legacy Code (if applicable)

HNPP704T

Reading List

To view Reading List, please go to [rebus:list](#).