

| Module Details         |                                             |
|------------------------|---------------------------------------------|
| <b>Module Title:</b>   | Advanced Communication Skills               |
| <b>Module Code:</b>    | NUR6015-C                                   |
| <b>Academic Year:</b>  | 2019-20                                     |
| <b>Credit Rating:</b>  | 30                                          |
| <b>School:</b>         | School of Nursing and Healthcare Leadership |
| <b>Subject Area:</b>   | Nursing                                     |
| <b>FHEQ Level:</b>     | FHEQ Level 6                                |
| <b>Pre-requisites:</b> |                                             |
| <b>Co-requisites:</b>  |                                             |

| Contact Hours       |       |
|---------------------|-------|
| Type                | Hours |
| Lectures            | 10    |
| Work based learning | 149   |
| Tutorials           | 10    |
| Laboratory          | 10    |
| Directed Study      | 121   |

| Availability |                                                 |
|--------------|-------------------------------------------------|
| Occurrence   | Location / Period                               |
| BDA          | University of Bradford / Semester 2 (Feb - May) |

| Module Aims                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Practice &amp; appraise the effective application of advanced communication skills &amp; strategies to support, maintain &amp; enhance the emotional wellbeing of SU's, their carer's, family and friends. Enhance existing communication skills in order to effectively elicit, assess and provide tailored responses to the health related needs, worries &amp; concerns of SU's, their carer's, family &amp; friends. Monitor response to interaction and subsequent behaviour. To develop the skills necessary to appraise contemporary research to identify the evolution of psychosocial theories relating to communication &amp; areas of specialist practice such as bereavement support.</p> <p>Facilitate development of skills associated with critical reflection in order to appraise individual</p> |

& 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 & ethical principles of advanced communication including listening, assessing concerns, delivering complex information, engaging in decision-making, handling strong emotions, delivering bad news and handling challenging conversations e.g. advanced care planning, withholding and withdrawing treatment, and supporting those who lack capacity. Receiving and providing feedback, communication and multi-professional & multi-agency team collaboration.

Ongoing support and supervision to facilitate effective communication.

## Learning Outcomes

|   |                                                                                                                                                                                                      |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Engage in analysis of the evidence associated with effective communication and the concepts, models and frameworks of interpersonal communication through portfolio work.                            |
| 2 | Demonstrate enhanced self-awareness and reflection in order to engage in effective communication through portfolio work and practical application including OSCE.                                    |
| 3 | Within your field of practice, demonstrate a comprehensive range of communication skills that facilitate the development of appropriate therapeutic relationships and enable expression of concerns. |
| 4 | Provide individualised clinical information to meet needs, and respond safely and appropriately in interactions with others in complex situations.                                                   |
| 5 | Evaluate the cultural, political and organisational influences on communication in health care practice.                                                                                             |
| 6 | 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 carer's, 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). 'Effective information and communication are vital components of a 'patient-centred NHS' (NHS England, 2016). Enhanced communication skills will enable front line clinicians to engage in effective 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.

Learning Outcome 01 & 06 will be achieved through lectures, discussion, tutorial, self-directed learning, guided reading and case based learning.

Learning Outcome 02 will be achieved by group work and reflective activities. Learning Outcome 03, 04 will be achieved by discussion, demonstration and role play.

The Objective Structured Clinical Examination (OSCE) will assess Learning Outcome 03, 04.

The portfolio will assess Learning Outcome 01, 02, 05 & 06.

Learning Outcome 01 & 06 will be achieved through lectures, discussion, tutorial, self-directed learning, guided reading and case based learning.

Learning Outcome 02 will be achieved by group work and reflective activities. Learning Outcome 03, 04 will be achieved by discussion, demonstration and role play.

The OSCE will assess Learning Outcome 03, 04.

The portfolio will assess Learning Outcome 01, 02, 05 & 06.

| Mode of Assessment |                                    |                                                                                                                        |         |           |
|--------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------|-----------|
| Type               | Method                             | Description                                                                                                            | Length  | Weighting |
| Summative          | Examination - practical/laboratory | OSCE Must be passed at 40%                                                                                             | 1 hour  | 50%       |
| Summative          | Coursework                         | Evidenced portfolio demonstrating analysis of personal development in advanced communication skills (must pass at 40%) | 0 hours | 50%       |

### Reading List

To access the reading list for this module, please visit <https://bradford.rl.talis.com/index.html>.

*Please note:*

*This module descriptor has been published in advance of the academic year to which it applies. Every effort has been made to ensure that the information is accurate at the time of publication, but minor changes may occur given the interval between publishing and commencement of teaching. Upon commencement of the module, students will receive a handbook with further detail about the module and any changes will be discussed and/or communicated at this point.*