Advanced Communication Skills
Module Code NURM105

Credits / Level of Study  15 credits / Level 7

Module Aims
Implement effective communication strategies to enhance the physical and emotional well being of patients and their carers.

Learning Outcomes
- Evaluate the evidence base of effective communication as well as barriers to communication in different health care contexts.
- Demonstrate skill in facilitating and assessing patients’ expression of their physical problems, psychosocial concerns and worries.
- Reflect upon and critically appraise communication skills
- Appreciate the need for professional support and clinical supervision
- Critically evaluate the ability to work with issues of equality and diversity in communication.

Module Content
Indicative content:
- Evidence base for enhanced communication Skills
- Breaking bad news
- Handling difficult questions
- Interviewing skills
- Facilitating skills
- Distancing strategies
- Handling difficult emotions e.g. denial, anger, anxiety
- Assessing and tailoring information to individual needs
- Communication within the multidisciplinary team
- Support and clinical supervision
- Culture and communication
- Barriers to communication
- Equality and diversity

Pre-requisites of Study
None

Delivery of Module
Pre module workbook
Experiential learning
Lecture and discussion
Small group exercises
Virtual learning environment - Surreylearn

Assessment
A critical appraisal of the student’s communication skills, based on an audio-recording of an interaction/consultation, which will be transcribed by the student, involving a patient, carer or team member.

OR
A critical reflection on the student’s communication skills based on an interaction/consultation, involving a patient, carer/parent or family member.

Word Count: 3,000 words

Key Information

Study Dates
May 2020: TBC
*Please check our website to ensure that there have been no revisions to the course dates listed

Location
University of Surrey

Cost £980.00

Module Leader
Anne Arber
Tel: 01483 686768
Email: a.arber@surrey.ac.uk

Post Registration Administration Team
Tel: 01483 683576
Email: postreg_admin@surrey.ac.uk

How to Apply
Application forms can be printed from our website