Higher Level Communication
Module Code NUR3206

Credits / Level of Study  15 credits / Level 6

Module Aims-
To implement effective communication strategies to enhance physical and emotional wellbeing; With critical reflection on barriers to communication.

Learning Outcomes
- Reflect critically on one’s communication when building rapport with patients and staff.
- Explore critically the theory and practice of communication, and relate to one’s own practice
- Demonstrate skill in listening and facilitating patient’s expression of their physical problems, as well as emotional worries and concerns.
- Identify barriers to communication and how they can be overcome.
- Understand the need for support and clinical supervision.

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
Evidence of ability to study at Level 6

Delivery of Module
Experiential learning
Small group exercises
Workbook
Lecture and discussion
Virtual learning environment - Surreylearn

Assessment
A critical reflection on the use of communication skills based on an audio recording of an interaction with a patient or staff member

2,500 words (100%)

Key Information

Study Dates
May 2019:  13, 14

*Please check our website to ensure that there have been no revisions to the course dates listed

Location
University of Surrey

Cost  £980.00

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How to Apply
Application forms can be printed from our website