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  
Audio-recording of an interaction with a patient or staff member and a written critical reflection on the use of communication skills during the interaction.  
OR  
A reflection on the use of facilitative communication skills during an interaction with a patient, client, family or staff member including discussion of the barriers to communication.  

Word Count: 2,500 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

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How to Apply  
Application forms can be printed from our website