



## Teaching Guide

Identifying Data					2021/22
Subject (*)	Therapeutic Communication Skills		Code	652G04043	
Study programme	Grao en Logopedia				
Descriptors					
Cycle	Period	Year	Type	Credits	
Graduate	1st four-month period	Fourth	Optional	4.5	
Language	English				
Teaching method	Face-to-face				
Prerequisites					
Department	Psicoloxía				
Coordinador	García De la Torre, María del Pilar	E-mail	pilar.gdelatorre@udc.es		
Lecturers	García De la Torre, María del Pilar	E-mail	pilar.gdelatorre@udc.es		
Web					
General description	Students will be provided with sufficient therapeutic tools to achieve a good therapeutic alliance and improve adherence to treatments by clients.				
Contingency plan	<ol style="list-style-type: none"> <li>1. Modifications to the contents</li> <li>2. Methodologies               <ul style="list-style-type: none"> <li>*Teaching methodologies that are maintained</li> <li>*Teaching methodologies that are modified</li> </ul> </li> <li>3. Mechanisms for personalized attention to students</li> <li>4. Modifications in the evaluation               <ul style="list-style-type: none"> <li>*Evaluation observations:</li> </ul> </li> <li>5. Modifications to the bibliography or webgraphy</li> </ol>				

## Study programme competences / results

Code	Study programme competences / results
A31	Adquirir o desenvolvemento os recursos persoais para a intervención: habilidades sociais e comunicativas, habilidades profesionais, avaliación da propia actuación profesional, técnicas de observación, técnicas de dinamización ou toma de decisións.
B8	Capacidade de observar e de escoitar de forma activa.
B10	Capacidade para motivarse e procurar a calidade na actuación profesional.
B12	Comunicarse de maneira efectiva nun contorno de traballo.
B14	Destreza e empatía nas relacións interpersoais.

## Learning outcomes

Learning outcomes	Study programme competences / results		
B10 Ability to motivate and procure quality in professional performance.	A31	B10 B12 B14	



B8 Capacidad de observar y de escuchar de forma activa.	A31	B8 B10 B12 B14	
A31 Adquirir o desenvolver los recursos personales para la intervención: habilidades sociales y comunicativas, habilidades profesionales, evaluación de la propia actuación profesional, técnicas de observación, técnicas de dinamización o toma de decisiones.	A31		
B12 Comunicarse de manera efectiva en un entorno de trabajo.		B12	
B14 Destreza y empatía en las relaciones interpersonales.		B14	

Contents	
Topic	Sub-topic
1.- Human communication theory	Axiomas de la comunicación. Metacomunicación. La circularidad en las pautas de comunicación.
2.- Communication styles. Therapeutic relationships.	Estilos de axuda na comunicación profesional. A relación profesional e o rol profesional. Informar vs. comunicar. A entrevista motivacional. O counselling. Solución de problemas.
3.- Basic elements of communication.	Elementos verbáis e non verbáis da escoita activa. Tipos de preguntas, suxerencias, resumos, mensaxe EU vs. mensaxe TI, preguntas hipotéticas sobre o futuro, reforzamento da interacción.
4.- Training in basic communication skills.	Práctica individual e grupal dos elementos do tema 3.
5.- Handling conflictive interpersonal situations	Manexo da agresividade, demandas imposibles, inhibición, e conflitos na relación. A comunicación da información aversiva.
6.- Burntout prevention	O traballo en equipo na prevención do burnout. O proceso de negociación. Técnicas de negociación. O mantemento da motivación.

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student?s personal work hours	Total hours
Guest lecture / keynote speech	A31 B8	17	34	51
Workshop	B10 B12 B14	8	7.52	15.52
Supervised projects	A31	7	7	14
Personalized attention		2.5	0	2.5

(\*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	Description
Guest lecture / keynote speech	Se expoñen contidos...
Workshop	Se trata de abaliar...
Supervised projects	Os alumnos seleccionan un traballo acerca da observación e execución ...

Personalized attention	
Methodologies	Description
Supervised projects	Email: for tutoring requests and questions.
Guest lecture / keynote speech	Teams: available for videoconference with students during class and tutoring times.
Workshop	Moodle. To propose and submit tasks

Assessment
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Methodologies	Competencies / Results	Description	Qualification
Supervised projects	A31	Se propon un traballo acerca da análise dunha escena cinematográfica mediante técnicas de observación.	30
Guest lecture / keynote speech	A31 B8	A avaliación sobre os coñecementos adquiridos consiste nunha breve proba obxetiva baseada en ...	30
Workshop	B10 B12 B14	Se realiza a avaliación da aprendizaxe de destrezas comunicativas mediante técnicas de role playing e análise de grabacións en video	40

#### Assessment comments

In the event that the students attend a minimum of 80% of the sessions, they may choose to obtain 70% of the grade based on the video presentation of a therapeutic interview situation.

#### Sources of information

<b>Basic</b>	Hammond, D. C., Hepworth, D. H., & Smith, V. G. (2002). <i>Improving therapeutic communication: A guide for developing effective techniques.</i> Jossey-Bass Rosemberg, S (2011). <i>Therapeutic communication skills and student nurses in the clinical setting.</i> <i>Teaching and Learning in Nursing</i> , 6 (1), 2-8 Hammond, D. C., Hepworth, D. H., & Smith, V. G. (2002). <i>Improving therapeutic communication: A guide for developing effective techniques.</i> Jossey-Bass Rosemberg, S (2011). <i>Therapeutic communication skills and student nurses in the clinical setting.</i> <i>Teaching and Learning in Nursing</i> , 6 (1), 2-8
<b>Complementary</b>	

#### Recommendations

Subjects that it is recommended to have taken before

Subjects that are recommended to be taken simultaneously

Subjects that continue the syllabus

Other comments

(\*)The teaching guide is the document in which the URV publishes the information about all its courses. It is a public document and cannot be modified. Only in exceptional cases can it be revised by the competent agent or duly revised so that it is in line with current legislation.