



Teaching Guide				
Identifying Data			2020/21	
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	Hybrid			
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	Nesta materia dotarase ao alumnado das ferramentas necesarias para afrontar as situacións terapéuticas coas suficientes habilidades de comunicación, verbal e non verbal, para acadar unha óptima alianza terapéutica e a maior adhesión terapéutica dos clientes.			
Contingency plan	1. Modifications to the contents 2. Methodologies *Teaching methodologies that are maintained *Teaching methodologies that are modified 3. Mechanisms for personalized attention to students 4. Modifications in the evaluation *Evaluation observations: 5. Modifications to the bibliography or webgraphy			

Study programme competences	
Code	Study programme competences
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
B10 Ability to motivate and procure quality in professional performance.			B10



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	Ordinary class hours	Student?s personal work hours	Total hours
Guest lecture / keynote speech	A31 B8	12	24	36
Workshop	B10 B12 B14	25	23.5	48.5
Supervised projects	A31	9	9	18
Personalized attention		10	0	10
(*)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



Methodologies	Competencies	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

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

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.