



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	Psicología			
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 / 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.	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 / Results	Teaching hours (in-person & virtual)	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
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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.