1. **Title of the module**

SOCI3070 (SO307) Communication and Interpersonal Skills

1. **Division or partner institution which will be responsible for management of the module**

Law, Society and Social Justice: School of Social Policy, Sociology and Social Research

1. **The level of the module (Level 4, Level 5, Level 6 or Level 7)**

Level 4

1. **The number of credits and the ECTS value which the module represents**

15 credits (7.5 ECTS)

1. **Which term(s) the module is to be taught in (or other teaching pattern)**

Autumn term (term 1)

1. **Prerequisite and co-requisite modules**

None (All Social Work modules are compulsory)

1. **The programmes of study to which the module contributes**

BA (Hons) Social Work – compulsory module

1. **The intended subject specific learning outcomes.  
   On successfully completing the module students will be able to:**
2. Recognise the underlying theoretical and research base informing communication and interpersonal skills in social work
3. Demonstrate core communication skills and the capacity to develop them.
4. Demonstrate capacity to engage with others in order to build compassionate and effective relationships, with a particular focus on communicating with those who may be vulnerable.
5. Describe the importance of self-awareness, self-monitoring, professional boundaries and emotional resilience in social work practice.
6. Demonstrate awareness of the impact of diversity and the relevance of anti-discriminatory and anti-oppressive principles in interpersonal communication.
7. Demonstrate basic skills of reflection and recognition of the role of reflective practice.
8. **The intended generic learning outcomes.  
   On successfully completing the module students will be able to:**
   1. Demonstrate skills in working together with others, including giving and receiving feedback and contributing to the learning of others
   2. Demonstrate personal and professional development
9. **A synopsis of the curriculum**

In this module students will be introduced to concepts of professionalism and ‘relationship’ in social work and the role of self-monitoring and reflection. They will learn about, discuss and practise a range of communication and interpersonal skills. These will include: the commencement of effective contacts with service users and colleagues; active listening and attending skills; the role of non-verbal communication; empathy; effective use of questions; paraphrasing and summarising; challenging constructively and managing conflict; the use of electronic and telephone communication; and working with people with special communication needs. Students will also explore the use of feedback in the classroom and in professional practice and supervision.

In addition, the module will introduce students to the theoretical underpinnings of models of personal and professional communication. They will also be encouraged to explore and reflect on the application of social work values and will analyse the impact of inequality, power and diversity in relation to engaging with the experiences of others.

1. **Reading list (Indicative list, current at time of publication. Reading lists will be published annually)**

Egan G. (2010) *The Skilled Helper: A problem management approach to helping*. 9th Edn. Pacific Grove, CA: Brooks/Cole

Hargie, O. & Dickson, D. (2004) *Skilled Interpersonal Communication: Research, Theory and Practice*. London: Routledge

Koprowska, J. (2014) *Communication and Interpersonal Skills in Social Work*. 4th Edn, Exeter: Learning Matters

Lishman, J. (2009) *Communication in Social Work*. 2nd Edn. BASW Macmillan

Miller, L. (2012*) Counselling Skills for Social Work.* 2nd Edn. London: Sage

Moss, B. (2017) *Communication Skills in Health and Social Care*, 4th Edn, London: Sage

Thompson, N. (2017) *Effective Communication: a Guide for the People Professions*. 3rd Edn. Basingstoke: Palgrave Macmillan

Trevithick, P. (2012) *Social Work Skills and Knowledge: a Practice Handbook*. Maidenhead: Open University Press

1. **Learning and teaching methods**

Total contact hours: 22

Private study hours: 128

Total study hours: 150

1. **Assessment methods**
   1. Main assessment methods

Coursework - reflective diary (3000 words) - 100%

13.2 Reassessment methods

Like-for-like

1. ***Map of module learning outcomes (sections 8 & 9) to learning and teaching methods (section12) and methods of assessment (section 13)***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Module learning outcome** | 8.1 | 8.2 | 8.3 | 8.4 | 8.5 | 8.6 | 9.1 | 9.2 |
| **Learning/ teaching method** |  |  |  |  |  |  |  |  |
| Private Study | **X** | **X** |  |  | **X** | **X** | **X** | **X** |
| Workshops | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |
| **Assessment method** |  |  |  |  |  |  |  |  |
| Reflective diary – 3000 words | **X** | **X** | **X** | **X** | **X** | **X** | **X** | **X** |

1. **Inclusive module design**

The Division/School recognises and has embedded the expectations of current equality legislation, by ensuring that the module is as accessible as possible by design. Additional alternative arrangements for students with Inclusive Learning Plans (ILPs)/declared disabilities will be made on an individual basis, in consultation with the relevant policies and support services.

The inclusive practices in the guidance (see Annex B Appendix A) have been considered in order to support all students in the following areas:

a) Accessible resources and curriculum

b) Learning, teaching and assessment methods

1. **Campus(es) or centre(s) where module will be delivered**

Medway

1. **Internationalisation**

This module is largely domestically focused due to the nature of the professionally accredited programme to which it contributes. However, students will develop a range of skills that are transferable to international contexts

**DIVISIONAL USE ONLY**

**Revision record – all revisions must be recorded in the grid and full details of the change retained in the appropriate committee records.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date approved | Major/minor revision | Start date of delivery of revised version | Section revised | Impacts PLOs (Q6&7 cover sheet) |
| 24/03/17 | Minor | September 2017 | 13 | No |
| EPA | Minor | September 2021 | 7,13,14 | No |

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| Updated into CMA compliant format SSPSSR November 2018 |