



| Module Details | |
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| Module Title | Advanced Communication Skills |
| Module Code | NUR7020-C |
| Academic Year | 2022/3 |
| Credit Rating | 30 |
| School | School of Nursing and Healthcare Leadership |
| Subject Area | Nursing |
| FHEQ Level | FHEQ Level 7 |
| Pre-requisites | |
| Co-requisites | |

| Contact Hours | |
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| Type | Hours |
| Lectures | 8 |
| Tutorials | 12 |
| Work based learning | 149 |
| Seminars | 10 |
| Directed Study | 121 |

| Availability |
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| Occurrence | Location / Period |
|------------|-------------------------------------|
| BDA | University of Bradford / Semester 2 |

Module Aims

To employ professional communication skills, including those required to influence, negotiate with and educate patients and healthcare professionals. practice & appraise the effective application of advanced communication skills & strategies to support, maintain & enhance the emotional well-being of SU's, their carers, family and friends. Enhance existing communication skills in order to work effectively in partnership with patients and as part of the multidisciplinary team to deliver patient-centred care.

Monitor response to interactions and subsequent behaviour. To develop the skills necessary to appraise contemporary research to identify the evolution of psychosocial theories relating to communication & areas of specialist practice such as bereavement support. Facilitate development of skills associated with critical reflection in order to appraise individual & others' advanced communication skills & offer constructive feedback where appropriate. Analyse the levers, barriers, facilitators and challenges to transferring & sustaining effective communication in clinical contexts.

Outline Syllabus

Evidence base of communications skills training.

Models, concepts and frameworks of interpersonal communication, self-awareness and reflection.

Key skills & ethical principles of advanced communication including listening, assessing concerns, delivering complex information, engaging in decision-making, handling strong emotions, delivering bad news and handling challenging conversations e.g. advanced care planning, withholding and withdrawing treatment, and supporting those who lack capacity.

Receiving and providing feedback, communication and multi-professional & multi-agency team collaboration.

Ongoing support and supervision to facilitate effective communication.

| Learning Outcomes | |
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| 01 | Engage in critical analysis of the evidence associated with effective communication and the concepts, models and frameworks of interpersonal communication through portfolio work. |
| 02 | Demonstrate enhanced self-awareness and reflection in order to improve effective communication through portfolio work and practical application including OSCE |
| 03 | Within your field of practice, demonstrate a comprehensive range of communication skills that facilitate the development of appropriate therapeutic relationships and enable expression of concerns. |
| 04 | Provide individualised clinical information to meet needs, and respond safely and appropriately in interactions with others in complex situations. |
| 05 | Critically evaluate the cultural, political and organisational influences on communication in health care practice. |
| 06 | Demonstrate assessment of ongoing development and learning needs and implement planned actions that sustain effective communication in professional practice. |

| Learning, Teaching and Assessment Strategy |
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| <p>This module provides advanced communication skills training for health professionals working with service users, their carers, family & friends. It has been designed to incorporate the evidence-based features, learning and teaching approaches evaluated in the Connected Advanced Communication Skills (ACS) Programme (copyright). 'Effective information and communication are vital components of a 'patient-centred NHS' (NHS England, 2016).</p> <p>Enhanced communication skills will enable front line clinicians to engage in effective communication and support service users through the challenges of health and illness and engage them in decision making to promote independence, concordance and choice. The module adopts a learner centred approach, integrating simulated experiential learning, to enhance existing communication skills and improve quality of care delivery. LO1 and LO6 will be developed through lectures, discussion, tutorial, self-directed learning, guided reading and case based learning. Some of these will be delivered face to face as circumstances allow, some will be delivered as either synchronous or asynchronous (meaning that you can access the lecture at your own convenience.) LO2 will be developed by through seminars, tutorials group work and reflective activities. Again, these may</p> |

be face to face or online. Using a formatted portfolio, students will provide evidence of learning and growth in communication skills. LO3 and LO4 will be developed by discussion, demonstration and role play. The Virtual Learning Environment (VLE) will be used to provide access to all module learning materials including online resources, asynchronous lectures, topical discussion boards, guided reading and group interaction with module content. The VLE is effectively a learning space where students find information and resources to succeed in the module. A formative assessment at group and individual seminars will give students opportunity to practice communication skills and receive constructive feedback. Meetings can be arranged with designated supervisors through electronic communication to facilitate reflection and self-assessment. The Objective Structured Clinical Examination (OSCE) will assess LO3 and LO4. The portfolio will assess LO1, LO2 and LO6.

| Mode of Assessment | | | | |
|---------------------------|------------------------------------|--|------------------|-----|
| Type | Method | Description | Weighting | |
| Summative | Examination - practical/laboratory | OSCE (1 Hr) (must pass at 40%) | 1 hour | 50% |
| Summative | Coursework | Evidenced portfolio demonstrating analysis of personal development in advanced communication skills (must pass at 40%) | | 50% |

| Reading List |
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| To access the reading list for this module, please visit https://bradford.rl.talis.com/index.html |

Please note:

This module descriptor has been published in advance of the academic year to which it applies. Every effort has been made to ensure that the information is accurate at the time of publication, but minor changes may occur given the interval between publishing and commencement of teaching. Upon commencement of the module, students will receive a handbook with further

detail about the module and any changes will be discussed and/or communicated at this point.