UAB
Universitat Autònoma de Barcelona

2020/2021

Communication and ICT

Code: 106105
ECTS Credits: 6

Degree	Type	Year	Semester
2500891 Nursing	FB	1	1

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

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Use of Languages

Principal working language: catalan (cat)

Some groups entirely in English: No

Some groups entirely in Catalan: Yes

Some groups entirely in Spanish: No

Teachers

Mercedes Campillo Grau

María Isabel Bonilla Carrasco

Gianluigi Caltabiano

Olga Mestres Soler

Purificación Escobar

Nil Casajuana Martín

Prerequisites

There are no prerequisites.

Objectives and Contextualisation

The subject Communication and ICTs consists of two modules, the communication module of four ECTS credits and the ICT module of two.

Communication module

One of the basic needs of people is to establish an effective communication that helps them to relate and achieve a good personal growth. The subject aims to improve the student's capacity for expression in all areas of communication: verbal and non-verbal.

We all know that there are many potential sources of friction and problems in communication. Therefore, the communication program (4 ECTS) aims to promote the need to use the appropriate skills to achieve effective communication for each situation and / or problem.

An effective communication with the patient, through interpersonal relationships, is considered as the fundamental clinical ability that characterizes the nursing competence and at the same time provides the professional, one of the most important satisfactions. Interpersonal relationships are influenced by the person's

internal events: their role, status, personal characteristics as well as by their interaction with the environment in which they take place. nterpersonal relationships are also the interactions through which each person has a certain effect on another (Henderson, V. 1971)

Developing effective communication is a highly complex process, which requires acquiring knowledge and deepening on specific aspects of communication. This allows to achieve the training and skills necessary for the profession, both knowledge and know-how and know how to be."

ICT module

The ICT module of the subject aims to introduce the student in the use of the most useful office tools for his professional development. Specifically, the information search, the organization and the data manipulation and aspects related to the presentation of results.

Competences

- Demonstrate knowledge of health information systems.
- Establish efficient communication with patients, family members, social groups and friends, and promote education for health.
- Generate innovative and competitive proposals for research and professional activities.
- Respect diversity in ideas, people and situations.
- Students must be capable of collecting and interpreting relevant data (usually within their area of study) in order to make statements that reflect social, scientific or ethical relevant issues.
- Students must develop the necessary learning skills to undertake further training with a high degree of autonomy.

Learning Outcomes

1. Analyse the problems, prejudices and discrimination in the short and long term in relation to certain people or groups.
2. Communicate using non-sexist and non-discriminatory language.
3. Critically analyse the principles and values that regulate the exercising of the nursing profession.
4. Describe the systems and computer programs that promote the development of the discipline.
5. Identify the cases of spoken, non-spoken and written communication.
6. Identify the characteristics of effective communication.
7. List the interventions necessary for establishing effective, efficient and respectful communication with care receivers, their families, social groups and partners.
8. Students must be capable of collecting and interpreting relevant data (usually within their area of study) in order to make statements that reflect social, scientific or ethical relevant issues.
9. Students must develop the necessary learning skills to undertake further training with a high degree of autonomy.

Content

Communication module (4 ECTS)

1- Communication and meaning:

Definition of communication.

Human communication models: Communication-action, Communication-interaction and Communication -Transaction.

Principles of communication according to the " Palo Alto School " (axioms):

Levels of human communication: Intrapersonal, interpersonal and public communication.

Description of the factors that influence communication: perception, beliefs and values, social, cultural, family and individual aspects.

2- Verbal communication:

Informative and persuasive aspects of communication. Written communication.

Negative attitudes that impede communication: evaluative attitude, bellicose attitude, curiosity and passionate attitude.

Influence of perception in communication.

Telephone communication.

Methods aimed at increasing the message understanding / retention.

3- NON verbal communication:

Functions: communication of attitudes and emotions, support of verbal communication, language replacement.

Classification of non-verbal communicative behavior: proxemic, kinetic and paralinguristic.

Touch as a key element in human relationships.

4- Skills and strategies for effective communication.

4.1- Empathy

Definition.

Difference between empathy and sympathy.

Concept of interpersonal and intrapersonal relationships.

Definitions of empathic accuracy, empathy and empathic attitude.

Objectives of empathic attitude.

Behavioral dimension of empathic attitude.

Ways to express empathic understanding.

Expressions Not acceptable in the field of communication.

4.2-Active listening:

Definition.

Principles of active listening.

Difference between active listening, listening and earing.

Obstacles to listen.

Not effective listenning.

4.3- The Feed-back:

Definition.

Feed-back function.

Type of feedback: communicative feedback. Feedback based on your origin. Feedback according to yours intention.

Difference between feedback and criticism.

4.4- The assertiveness:

Definition.

Relational styles (passive, aggressive, manipulative and assertive).

Knowing how to say NO.

Skills for assertive communication.

4.5- Problem solving technique: Phases

ICT Module (2 ECTS).

1- Use of the bibliographic manager

2- Instruments for database analysis

3-Techniques for effective communication

Methodology

Communication module

This module consists of a theoretical part that will be given with taught with all the students enrolled and a part of seminars in which the group will not exceed 25 students.

The list of topics to be worked on, theoretical hours and seminars is as follows:

- Communication and meaning. Theories and models of communication (2 hours of theory and two hours of seminar).

- Factors that influence the communication process (2 hours of theory and two hours of seminar).

- Verbal and non-verbal communication (2 hours of theory and two hours of seminar).

- Skills and strategies for effective communication: Empathy (2 hours of theory and two hours of seminar).

- Skills and strategies for effective communication: Knowing how to listen and Feed-back (1.5 hours of theory and two seminars).

- Skills and strategies for effective communication: Assertiveness (2 hours of theory and two hours of seminar).

There will be 3 three-hour knowledge application sessions (simulation practices), where students, in groups, will simulate the aspects worked on and will serve to demonstrate the knowledge acquired.

The topics that will be worked on are:

- Factors that influence the communication process.

- Verbal and non-verbal communication.

- Skills and strategies for effective communication.

ICT module

The module will be taught in practical sessions in the computer room of the Faculty of Medicine.

There will be several practical sessions in small groups in the computer rooms,whose objective is that the student learns to use the appropriate office tools suitable for their professional development. All sessions will consist of a brief theoretical introduction and mostly practical exercises.

The topics of the sessions will be:

1- Use of the bibliographic manager

2- Instruments for database analysis

3-Techniques for effective communication

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
LABORATORY PRACTICES (PLAB)	17	0.68	2, 4, 7, 5, 9, 8
SPECIALIZED SEMINARS (SESP)	21	0.84	3, 1, 2, 7, 5, 6, 9, 8
THEORY (TE)	11.5	0.46	2, 7, 5, 6, 9, 8
Type: Supervised			
TUTORSHIPS	1	0.04	2, 5, 6
Type: Autonomous			
PERSONAL STUDY	52.5	2.1	3, 1, 2, 4, 7, 5, 6, 9, 8
BIBLIOGRAPHIC CONSULTATIONS	10	0.4	7, 5, 6
ELABORATION OF WORKS	10	0.4	4, 7, 5, 6
READING ARTICLES/ REPORTS OF INTEREST	15	0.6	7, 5, 6

Assessment

Communication module evaluation (70%)

- Practical type evaluation: objective and structured evaluation (30% grade grade):

It will be evaluated through the 3 simulations in which the student participates. Its completion is mandatory and it will be scored with 0 the student's non-attendance to the simulation session. This will be evaluated by two of the subject's teachers at the same time.

The chronology of these tests will be:

- First test: after the topics of Communication and meaning and verbal communication.

- Second test: After the Non-verbal Communication session.

- Third test: after the last session of skills and strategies for effective communication.

The aspects to be evaluated vary depending on the topic to be addressed. The student will have the assessment table, at Moodel of the subject in advance enough.

After the completion of the test, the teacher will give feedback to students about the aspects observed during the simulation.

- Attendance and active participation in class and seminars (15%)

It is a continuous evaluation throughout all the subject's seminars.

The teacher will assign an individual grade to the students according to the following criteria:

10% of the grade will correspond to:

- Attendance to sessions and meeting schedule.
- Participation (level of participation in class activities).
- Level of approach to the evaluation of the teacher in the evaluation by pairs.

5% of the grade will correspond to the delivery of three personal experiences of empathy, active listening and assertiveness.

Attendance at all sessions is mandatory.

- Written evaluation through objective tests (part of communication) (25%)

A short question type exam will be done once the subject is finished.

In order to prepare it correctly it is not enough with the theory taught in class and you have to consult the recommended bibliography.

In order to be able to have a positive evaluation of the communication part it is necessary to obtain at least one 4 in each of the parts that compose it. In addition, the sum of these must be equal or superior to 5.

Evaluation of the ICT module (30%)

Evaluation through objective tests

Obtaining the final mark

In order to be able to average, the communication module must be passed with a minimum of 5 and the Tic's module with a 4.5.

The final qualification corresponds to the sum of the previous sections.

The student who does not attend 30% of the sessions will be considered "Notn-evaluable".

Recovery exam: Students who have not passed the subject because they failed the theoretical exam, who have attended at least 75% of the seminar sessions and who have a positive evaluation on the individual assessment and the practical type assessment of the subject, will be able to carry out a recovery test.

Qualifications

According to agreement 4.4 of the Board of Governors 17/11/2010 of the regulations of evaluation, the qualifications will be:

Fail: From 0 to 4.9

Pass: 5.0 to 6.9

Remarkable: from 7.0 to 8.9

Excellent: 9.0 to 10

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Attendance and active participation in class and seminars	15%	1	0.04	1, 2, 5, 6
Evaluation through objective tests (ICT)	30%	1	0.04	2, 4, 7, 6, 9, 8
Practical type evaluation: objective and structured evaluation	30%	9	0.36	3, 1, 2, 7, 5, 6, 9, 8
Written evaluation through objective tests (part of communication)	25%	1	0.04	3, 1, 2, 7, 5, 6, 9, 8

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