

26117 - Communication skills in social work

Information Teaching Plan

Academic year 2017/18

Academic center 108 - Faculty of Work and Social Sciences

Degree 274 - Graduated in Social Work

Credits 6.0

Course 2nd year. Second semester

Type of subject mandatory

Basic 1.Information

1.1. Introduction

Brief presentation of the subject

This course represents a boost to basic and intervention of social work methodology. It continues the subject of social and communication skills, a subject that is recommended to overcome, trying to strengthen and deepen the knowledge acquired in the field in order to develop those specific social work communication skills that have to be used throughout the intervention process and in any of the areas where the aid relationship is inscribed: interpersonal relationships (active listening and assertiveness, empathic relationship, ...); interprofessional and interinstitutional relationships; and conflict resolution.

At the same time, this course aims to reinforce the use of basic conditions for the development of professional practice tools such as interview and home visit, use and management of professional documentation, work in interdisciplinary teams and conflict management .

1.2. Recommendations to study the subject

To take this course would be desirable to have successfully completed the course in first year "Social Skills and Communication" and that students are able to relate the contents of the subject with the other subjects of Module A (Introduction, concepts, theories and methods of Social Work). It is also important that students are motivated because learning strategies subject are aimed at "learning by doing". It is essential to write a technical social report, present a work in public and deal with the proper diagnostic interviews of social work.

1.3. Context and sense of the subject in the degree

The subject **Communication Skills in Social Work** It is mandatory. It is taught in the second semester of 2nd year Bachelor of Social Work. It belongs to the module called "**Social Work: Concepts, Methods, Theory and Application**" and in particular to the section **Social and Communication Skills of Social Work**. Any citizen, but even more a professional social work and social services must acquire and be able to manage communication skills.

The social worker's professional activity includes speaking, listening, writing and using strategies and knowledge to maximize the effectiveness and efficiency of their work. To do this, direct and indirect communication procedures are used. Social workers are exposed to multiple interactions. Therefore, knowledge of the secrets of effective communication will be interesting for their work.

1.4. Activities and key dates of the course

1. **Exams of continuous evaluation (50%)**
2. **Mentored work** for the week 12/13 (20%): design, implementation and analysis of one or more interviews for an individual, group or community event.
3. **Weekly practices and participation (30%)**: It is essential to attend at least 80% of the sessions and submit an internship dossier.
4. Students who don't follow the continuous evaluation (with justified reasons) have the possibility to do the **single assessment**. This will have a value of 100% and will consist of submitting the written work and a theoretical- practical exam.

2. Learning results

2.1. Learning results that define the subject

To overcome this subject, students should demonstrate the following results ...

They recognize the importance of communication within the relationship of support and functions of social work.

They know, manage and use the main techniques of communication and information gathering social work.

They know the properly use of the professional documentation, within the limits of professional and institutional ethics, and knowledge of the importance of ICT and other technological tools (databases, SIUSS, etc.)

They have tools for mediation, conflict management and resolution.

2.2. Learning outcomes' importance

On the one hand, these lessons will help students to acquire the attitudes, skills and abilities necessary to establish relationships and develop professional activity effectively, so to establish a proper relationship with the life experiences of service users and domain resource expression in specific contexts.

On the other hand, in their professional work will be able to establish intervention strategies in interdisciplinary teams and networks to actively participate in decision-making meetings, as well as, manage and resolve conflicts in interpersonal, group and intergroup level.

3. Objectives and competences

3.1. Objectives

The subject and its expected results respond to the following approaches and objectives:

It is not a matter of repeating the contents already studied, but of approaching them in a theoretical and practical way, so that the student, a professional future, is able to interact effectively in social work and in general professional activity.

And all this, deepening as much in the knowledge of the own concepts of communicative abilities, as in the social work the elements that compose it and the pertinent skills for the application in the development of the interpersonal relations in the Social Work.

3.2. Competences

After passing the course, students will be more competent to ...

- Establish an empathic relationship and effective communication.
- Establish an appropriate professional relationship, identifying the most appropriate form of intervention.
- Use, manage and safeguard the professional documentation
- Establish an effective relationship with other professionals, with other institutions and actively participate in meetings.
- Apply techniques and tools for conflict management and mediation.

4. Evaluation

4.1. Tests, evaluation criteria and levels of demand

The student must demonstrate that it has achieved the learning outcomes through the following evaluation activities

CONTINUOUS ASSESSMENT

Written tests: 50% of the final grade

In the various tests that may arise, the student should show that knows the key concepts and theoretical content in an analytically and accurately way. To pass this subject it's necessary to have at least a 5.0 in this section.

Mentored work: 20% of the final grade

The type and content of the work will be specified at the beginning of the course and the relevant instructions for its realization will be given. It will be related to classroom practices, and will require active participation of students.

Responsible teachers set a timetable for its realization depending on the selected activities. He will be accompanied by the teacher in the assigned type 6 hours and can integrate knowledge of other subjects of the course. The deadline will be set at the beginning of the subject.

Scenarios and test situations: 30%

They will take place in the classroom, they are mentored support work and a way to experience everyday professional situations that students will deal with in their future professional practice. Guidelines for implementation will be specified at the beginning of the course. They may be submitted in the form of dossier, folder or blog.

Tests for no-present students or those that won't do the evaluation in the first call.

SINGLE EVALUATION

Students that won't do the continuous evaluation (because they have justified reasons) will do the **single assessment**. This will have a value of 100% and will consist of submitting a written work and presentation of a theoretical - practical exam.

Each of the parts of the EVALUATION has the same value as in the continuous assessment. Pass the exam is required to pass the course.

5. Methodology, activities, programs and resources

5.1. Methodological presentation

The learning process that is designed for this subject is based on the following:

It is intended that students learn and develop communication skills specific to social work, doing and reflecting on what they do, which requires management and supervision of their work, but also self-study and critical and analytical attitude.

The subject arises an eminently practical theoretical where dynamic activities in which the techniques and skills required in the communication process will be made after applied exhibition activities by teachers

The design of these activities is intended to be applied in a practical way the theoretical contents of the subject, in this necessary vision and practical application and analytical them.

5.2. Learning activities

The program that is offered helps students to achieve the expected results including the following activities ...

Exhibition activities: Students must make public presentations practice groups for training in oral expression.

Dynamic activities: students will participate in debates, role plays and use of audiovisual materials to appropriate communication skills.

Mentored work: Students will design, implement and analyze individual or group interviews in person to an individual or members of a vulnerable group, risk or social exclusion.

Monitoring and participation through ICT resources (ADD, email, blogs, ...): these resources are essential to develop basic communication skills.

5.3. Syllabus

The syllabus is organized by weeks where explanatory activities merge with dynamic ones, depending on the evolution of the course, the characteristics of each group and the teaching-learning process.

1st and 2nd week: Presentation

- Introduction: presentation and contextualization of the subject in the module and profile of Social Work.
- The communication in Social Work.

3rd, 4th, 5th and 6th week: Social Work Interview

- The interview in Social Work
- Concept and types of interview

- Techniques and basic tools of the interview
- The home visit
- Planning and registration of different types of interviews.

7th, 8th and 9th week: Professional Documentary

- Design and use of professional documentary stands
- The documentation from the professional ethics
- Basic documentation: Social history, Social report, Social file, Value scale and Intervention project
- Complementary documentation
- Technology of information and communication and professional documentation
- Development and management of professional documentation

10th, 11th and 12th week: Communication and conflict management

- Conflict management and professional Team Work
- Non-violent communication (Marshall Rosenberg Model)
- Social work in the Mediation

13th and 14th week: supervised research work, practices and testing

- Preparation of the final written test
- Questionnaire for students of continuous assessment
- Delivery of works, folder, file or group practices blog

15th week: assessment

5.4. Course planning and calendar

For further details concerning the timetable, classroom and further information regarding this course please refer to the

Facultad de Ciencias Sociales y del Trabajo webpage (<http://sociales.unizar.es/>)

PROGRAM

It is organized by weeks where the exhibition activities will be combined with dynamic, depending on the evolution of the course, the characteristics of

each group and the teaching-learning process. Initially intended design is next, but may be modified:

1st and 2nd week. **TOPIC 1.** Introduction: presentation and contextualization of the subject

3rd 4th and 5th week. **TOPIC 2.** Skills in mediation and conflict management

6th 7th, 8th and 9th week. **THEME 3.** The diagnostic interview in Social Work

10th, 11th and 12th week. **ITEM 4:** Design and use of professional documentary support

13th and 14th week. Performing **final written test** or questionnaire for students continuous assessment.

Delivery of works and weekly practices.

15th week. **Single evaluation.**

5.5. Bibliography and recommended resources

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