

26117 - Communication skills in social work

Syllabus Information

Academic Year: 2019/20

Subject: 26117 - Communication skills in social work

Faculty / School: 108 - Facultad de Ciencias Sociales y del Trabajo

Degree: 274 - Degree in Social Work

ECTS: 6.0

Year: 2

Semester: Second semester

Subject Type: Compulsory

Module: ---

1.General information

1.1.Aims of the course

To overcome this course the student shall demonstrate the following results...

- To recognize the importance of communication within the relationship of support and functions of Social work.
- To know, to manage and to use the main techniques of communication as a professional intervention process.
- The student knows how to use properly the Professional documentation, within the limits of the institutional and professional ethics.
- The student knows of the importance of ICT and other technological tools (databases, systems of information of users of social services, etc.).
- It has tools for mediation, conflict resolution, and management.

1.2.Context and importance of this course in the degree

The Communication skills in Social work course is obligatory.

It is part of the second semester and it is specific for the 2nd year of the degree in Social work. Part of the curriculum A module called "Social work: concepts, methods, theories and application", and in particular, social and communication skills in Social work.

Any citizen, but even more a professional of Social work and Social services, should be able to manage skills and communication tools since the key to the relationship of support and the link established with the client is in communication.

The professional activity of social workers includes speaking, listening, writing, and use knowledge and strategies to maximize the effectiveness of its work. For this reason, direct and indirect communication procedures are used. The social worker is exposed to multiple interactions and he or she should be conscious.

1.3.Recommendations to take this course

To pursue this course should have successfully completed the course of first "social and communication skills" from the first course.

The students should be able to relate the contents of the subject of the other subjects as Community Social Work.

It is also important that students are motivated because the course learning strategies are oriented to learn making and to make learning. It is so practical!

It is very important to write technically a social report, exposing in public presentation and deal properly with own social work diagnostic interviews.

2.Learning goals

2.1.Competences

At the end of the course, the student will be competent for...

- Express themselves in a written and oral way to individuals and groups.
- Establish an empathetic relationship and effective communication.
- Build a proper professional relationship, identifying the most suitable form of intervention.

- Use, manage and adequately guard Professional documentation.
- Use, manage and adequately guard Professional documentation.
- Apply communication tools and techniques for nonviolent conflict management and mediation

2.2.Learning goals

2.3.Importance of learning goals

3.Assessment (1st and 2nd call)

3.1.Assessment tasks (description of tasks, marking system and assessment criteria)

Continuous assessment

Tests written: 50% of the final assessment

In the tests, the student should show it dominate the key concepts and theoretical contents. It will be necessary to overcome this section with a five (5.0) to win the course. Will not be socked with other tests and sections below this note.

Supervised research work: 20% of the final assessment

The type and content of the written work to be specified at the beginning of the course, and will be given instructions for their implementation. It will be related to classroom practices and will require the active participation of students. Responsible teachers will set a schedule of realization according to the selected activities. It will be accompanied by the teacher and can integrate the knowledge of other subjects of the course. The delivery period shall be fixed at the beginning of course.

Practical cases and situations of test: 30% of the final assessment

This kind of practical exercises will be carried out in the classroom, they are the way to get practical experience as a professional situation that students will be in their future professional practice. The guidelines for its implementation shall be specified at the beginning of course. They may occur in occasional or periodic form and preferably on paper. Participation in the classroom is essential to develop and assess skills in communication.

4.Methodology, learning tasks, syllabus and resources

4.1.Methodological overview

4.2.Learning tasks

4.3.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 managment

- 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

4.4.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/>)

4.5.Bibliography and recommended resources