

POPLPRAC 701

Therapeutic Communication

15 Points
Semester 1, 2014

Course Prescription

Critical analysis of patient-centred approaches to communication with a strong practical emphasis. Topics will reflect the learning needs of the participants as located within their own area of clinical practice, and may include: communication within family systems; preparing for and managing challenging and/or difficult communication situations, including the giving of bad news; appropriate communication styles, including assertiveness and managing conflict. The role of self in the therapeutic relationship will be explored.

Goals of the Course

The goal of this experiential course is for participants to focus on their own, and others, client-centered communication process and identify areas they are performing well at, and to consider alternative approaches in those situations where they are experiencing communication difficulties.

Learning Outcomes

Will vary according to participant needs and will include:

- Demonstrate an understanding of client-centred communication
- Understand, and demonstrate, communicating in challenging situations
- Understand the principles of assertive communication and apply these skills in conflict situations
- Understand the principles of communicating with people of different cultures

Content Outline

The following represent the possible range of sessions. Time is available to focus on individual or group participant needs.

The role of self in the therapeutic relationship, Patient centred health care in practice, Client-centred empathic engagement, Listening skills, Barriers and facilitators to communication, Giving feedback, including breaking the bad news, Communicating within family systems, Communicating with clients who have significant experiences of loss, grief and bereavement, Communicating in challenging situations, particularly where strong emotions such as anger are present, Assertiveness, Communicating with peoples of various cultures.

Learning and Teaching

POPLPRAC 701 is delivered in a mixed-mode format consisting of one 4-day block seminar session, and written resources. Considerable emphasis will be placed on using participant material for the seminars. Students also need to attend for filming of their interaction with an actor.

Teaching Staff

Course Coordinators:

Dr Peter Huggard EdD MPH MEd(Couns)
Senior Lecturer
Department of General Practice & Primary Health Care
Telephone: (09) 923 4500
Email: p.huggard@auckland.ac.nz

Jayne Huggard RN DipATE DipCouns MHSc
Honorary Professional Teaching Fellow
School of Nursing

POPLPRAC 701 Therapeutic Communication

Course Administrator

Dale Cormack-Pearson, Senior Postgraduate Administrator
Tel: (09) 923 4409
Email: dc.pearson@auckland.ac.nz

Campus Teaching Dates in 2014

The course is held at Tāmaki Campus on **one 4 day block 9am-5pm, Monday to Thursday, April 28-May 1**. Please see your timetable on SSO or Building 730 Reception noticeboard on the day for the room details.

Learning Resources

There are many texts on communication skills. Two good texts are:
Irons, H. (2006). *Counselling and Interviewing for Carers: a basic guide*. Melbourne: Ausmed Publications.
Bolton, R. (2002). *People Skills*. Australia: Simon and Schuster.

There are no specific journals recommended for this course, however, the following journals often contain relevant material:

JAMA (Journal of the American Medical Association)
Medical Education
Academic Medicine
Patient Education and Counselling
Journal of Advanced Nursing

Assessment

100% course work. The course is internally assessed.

- An interaction with an actor that is video-taped and assessed (50%) – 25% of the marks are awarded to student self-assessment (Part A), and 25% awarded from assessment by a lecturer (Part B).
- A Personal Communication Assignment (PCA) of approximately 4000 words identifying a communication learning need of the participant, and a detailed strategy for addressing the learning needs (50%).

The video assessment will take place during the 4 days on campus.

Programme and Course Advice

This postgraduate course on the Health Sciences Schedule is suitable for anyone working in a clinical or managerial role in the health service, who meets the requirements for admission to a postgraduate certificate or diploma in health sciences or similar.

This course is one of four courses suitable for a PG Certificate in Health Sciences for hospice family support professionals, along with POPLHLTH 746, POPLPRAC 720, and POPLHLTH 747.