



Universitat de Lleida

DEGREE CURRICULUM
**SOCIAL AND COMMUNICATION
SKILLS IN SOCIAL WORK**

Coordination: NAVARRO EZQUERRA, JOSEP LLUIS

Academic year 2023-24

Subject's general information

Subject name	SOCIAL AND COMMUNICATION SKILLS IN SOCIAL WORK			
Code	101709			
Semester	1st Q(SEMESTER) CONTINUED EVALUATION			
Typology	Degree	Course	Character	Modality
	Bachelor's Degree in Social Worker	1	COMPULSORY	Attendance-based
Course number of credits (ECTS)	6			
Type of activity, credits, and groups	Activity type	PRAULA		TEORIA
	Number of credits	1.8		4.2
	Number of groups	2		1
Coordination	NAVARRO EZQUERRA, JOSEP LLUIS			
Department	PSYCHOLOGY, SOCIOLOGY AND SOCIAL WORK			
Important information on data processing	Consult this link for more information.			

Teaching staff	E-mail addresses	Credits taught by teacher	Office and hour of attention
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NAVARRO EZQUERRA, JOSEP LLUIS	jose Luis.navarro@udl.cat	3,9	

Learning objectives

- Acquire skills for interpersonal relationships in professional activity, especially in the field of personal interview, group meetings and public speaking.
- Know and develop the skills to Establish an empathic relationship and effective communication with other people, and especially with those who have communication difficulties.
- Know and become familiar with the skills and techniques that allow conflict management at the interpersonal, group and Intergroup levels.
- Learn to document social intervention processes.
- Learn to Communicate clearly and correctly, with an appropriate style to the recipients, the purpose and the context of the communication.
- Learn the methodology to prepare and take an active part in "decision-making meetings".

Competences

- CG4 - Develop teamwork and leadership
- CG5 - Show skills in interpersonal relationships
- CG7- Exercise autonomous learning and adaptation to new situations
- CE7 - Know how to interact effectively with people, show empathy and ability to mediate in conflict resolution

Subject contents

1. What do we learn by Social Skills? Importance in the field of Social Work

Concept of Social Habilities
 The importance of SSHH in social interactions
 Learning, practice and acquisition of SSHH
 SSHH for the different groups of Social Work

2. Communication.

Communication functions
 The communication process
 verbal communication
 Non-verbal communication
 The axioms of human communication
 Communication styles

3. The interview.

Evolution; Typologies
Contextualization: Space, Environment, etc.
Strategies: Active Listening, Silences,
Setting,
Transfer and Countertransference
Interview documentation techniques

4. Reports

Previews; Active listening
Structure; Technical report
Skills for recording information
Use of ICT

5. Speak in public.

Oral expression
Image
Oratory
Presentations
Impact of the message

6. Team Management - Workgroups vs. Workgroups

Types of meetings.
Planning, development and conduct of the meeting. Roles and leadership.
Participation techniques.
Techniques for decision making.

7. Social interaction project - How we interrelate in this new reality. Cross-sectional activity.

Implementation of the acquired contents
Execution and presentation of a project based on any of the forms of communication

Methodology

Face-to-face activities

Medium group:

Problem-based learning
debat
case study
Classroom practices
Telematic activities

Large Group

Online master class
Discussion in the virtual classroom
Non-contact activities

Preparation of debates

Case study preparation

Development of continuous assessment activities
Reading and searching for information

Development plan

BLOCK	ACTIVITY	DESCRIPTION	EVALUATION
Block 1: What is understood as Social Habilities Importance of SSHH in the social work area	Master Class Continuos evaluation activities	Face-to-face activity Non-contact activity	Brief essay about the most important worked items
Block 2: The communication	Master Class Continuos evaluation activities	Face-to-face activity Non-contact activity	Group work about diferent tyoes of communication. Digital presentation of an essay
Block 3: The Interview.	Classroom practices Master Class Continuos evaluation activities	Face-to-face activity Non-contact activity	Role Playing
Block 4: Reports.	Master Class Case study Activity report for the continuous evaluation	Face-to-face activity Non-contact activity	Writing of a basic tech document.
Block 5: Public Speaking.	Master class Exercice where you have to show how to share information with: - Family -Friends - Professional Coordination	Face-to-face activity Non-contact activity	Self-report including: <ul style="list-style-type: none"> • significant aquired knowledges • Assistance to the classroom practices • Active participation on the simulated situations
Bloc 6: Equipment Management	Master Class Classroom practices: Learning based on case comentary. Preparation and presentation of a case in different teams. Meeting conduction simulation	Face-to-face activity Non-contact activity	Self-report of the avaluation about de meeting conduction in the classroom aplying the aquired knowledges.

Block 7:	Execution and presentation of a project based on anyone of the communication forms.	Face-to-face activity	
Project	Execució i presentació d'un projecte basat en qualsevol de les formes de comunicació.	Non-contact activity	Presentation of the work done

Evaluation

Due to the basics of the subject and the syllabus, the assessment will be continued.

It is mandatory to use assistance in those activities that involve direct and experimental learning in a facility in a percentage of not less than 80%.

An activity must be delivered or carried out on each content block in the indicated time

For higher development, all assessment activities must be taken into account and a minimum of five overall grades must be obtained. There is always an average of at least 5 exams that can be submitted as well.

Alternative evaluation:

Those students who are accredited to the Udl, who for work reasons cannot attend a class or take the above surveys, will be put into practice from:

Two exams, which score 29% of each

An individual project that scores 42%

For higher development, all assessment activities must be considered and a minimum of five overall grades must be achieved. There is always when the average of the exams can reach a minimum of 5 as well

Bibliography

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