

Unit Outline (Higher Education)

Institute / School:	Institute of Education, Arts & Community
Unit Title:	Interpersonal Communication for Professional Practice
Unit ID:	CHSUG1002
Credit Points:	15.00
Prerequisite(s):	Nil
Co-requisite(s):	Nil
Exclusion(s):	(ATSGC1363 and BSWUG1002 and WELSI1003)
ASCED:	090515

Description of the Unit:

A major focus of the unit is the development of interpersonal communication skills for practice in small group activities. Students practice and develop their interpersonal skills in a safe, supportive atmosphere leading to the definition and discussion of basic interpersonal communication techniques which help the interviewer understand more than the words. Some of the techniques students will be able to learn, develop and practice, include; active listening, empathic communication, respect and genuineness and person-centered techniques.

Grade Scheme: Graded (HD, D, C, P, MF, F, XF)

Work Experience:

No work experience

Placement Component: No

Supplementary Assessment: Yes

Where supplementary assessment is available a student must have failed overall in the Unit but gained a final mark of 45 per cent or above, has completed all major assessment tasks (including all sub-components where a task has multiple parts) as specified in the Unit Description and is not eligible for any other form of supplementary assessment.

Course Level:

Level of Unit in Course	AQF Level of Course					
	5	6	7	8	9	10
Introductory	■	■	✓	■	■	■
Intermediate	■	■	■	■	■	■
Advanced	■	■	■	■	■	■

Learning Outcomes:

Knowledge:

- K1.** Explore various approaches underpinning interpersonal communication in a variety of community and human service settings.
- K2.** Examine assessment procedures, interviewing techniques and their purpose.
- K3.** Apply basic and practical knowledge of local human service agencies.
- K4.** Recognise various interpersonal techniques used in a professional context and develop the ability to utilise them in ones role as a practitioner.

Skills:

- S1.** Apply and demonstrate interpersonal and professional communication skills.
- S2.** Conduct initial assessment using intervention skills.
- S3.** Conduct an initial interview including beginning, identifying presenting issues, exploring the context, negotiating a contract for work and ending the session.
- S4.** Record data for analysis of content.
- S5.** Reflect on applied interpersonal and counselling skills.

Application of knowledge and skills:

- A1.** Apply interpersonal and communication skills in a human services setting.
- A2.** Reflect on the development of interpersonal and communication skills.

Unit Content:

Topics may include:

1. Introducing Interpersonal Communication:
 - What is interpersonal communication?
 - Approaches to interpersonal communication?
 - Techniques of communication: active listening, empathy and reflection on content.
2. Application of Techniques:
 - Facilitation skills
 - The structure of the interview
 - Recording and initial assessment
 - Assessment of motivation, past trauma, risk and protective factors
 - Setting initial goals with a person seeking assistance.
3. Reflective Practice:
 - Self-care
 - Reflecting on the techniques of assessment.

FEDTASKS

Federation University Federation recognises that students require key transferable employability skills to prepare them for their future workplace and society. FEDTASKS (**T**ransferable **A**tttributes **S**kills and **K**nowledge) provide a targeted focus on five key transferable Attributes, Skills, and Knowledge that are embedded within curriculum, developed gradually towards successful measures and interlinked with cross-discipline and Co-operative Learning opportunities. *One or more FEDTASK, transferable Attributes, Skills or Knowledge must be evident in the specified learning outcomes and assessment for each FedUni Unit, and all must be directly assessed in each Course.*

FEDTASK attribute and descriptor		Development and acquisition of FEDTASKS in the Unit	
		Learning Outcomes (KSA)	Assessment task (AT#)
FEDTASK 1 Interpersonal	Students will demonstrate the ability to effectively communicate, inter-act and work with others both individually and in groups. Students will be required to display skills in-person and/or online in: <ul style="list-style-type: none"> Using effective verbal and non-verbal communication Listening for meaning and influencing via active listening Showing empathy for others Negotiating and demonstrating conflict resolution skills Working respectfully in cross-cultural and diverse teams. 	Not applicable	Not applicable
FEDTASK 2 Leadership	Students will demonstrate the ability to apply professional skills and behaviours in leading others. Students will be required to display skills in: <ul style="list-style-type: none"> Creating a collegial environment Showing self-awareness and the ability to self-reflect Inspiring and convincing others Making informed decisions Displaying initiative 	Not applicable	Not applicable
FEDTASK 3 Critical Thinking and Creativity	Students will demonstrate an ability to work in complexity and ambiguity using the imagination to create new ideas. Students will be required to display skills in: <ul style="list-style-type: none"> Reflecting critically Evaluating ideas, concepts and information Considering alternative perspectives to refine ideas Challenging conventional thinking to clarify concepts Forming creative solutions in problem solving. 	Not applicable	Not applicable
FEDTASK 4 Digital Literacy	Students will demonstrate the ability to work fluently across a range of tools, platforms and applications to achieve a range of tasks. Students will be required to display skills in: <ul style="list-style-type: none"> Finding, evaluating, managing, curating, organising and sharing digital information Collating, managing, accessing and using digital data securely Receiving and responding to messages in a range of digital media Contributing actively to digital teams and working groups Participating in and benefiting from digital learning opportunities. 	Not applicable	Not applicable

FEDTASK attribute and descriptor		Development and acquisition of FEDTASKS in the Unit	
		Learning Outcomes (KSA)	Assessment task (AT#)
FEDTASK 5 Sustainable and Ethical Mindset	Students will demonstrate the ability to consider and assess the consequences and impact of ideas and actions in enacting ethical and sustainable decisions. Students will be required to display skills in: <ul style="list-style-type: none"> • Making informed judgments that consider the impact of devising solutions in global economic environmental and societal contexts • Committing to social responsibility as a professional and a citizen • Evaluating ethical, socially responsible and/or sustainable challenges and generating and articulating responses • Embracing lifelong, life-wide and life-deep learning to be open to diverse others • Implementing required actions to foster sustainability in their professional and personal life. 	Not applicable	Not applicable

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Tasks	Assessment Type	Weighting
K1, K2, K3, S2, S3, S4, A1	Students will complete a first interview with a role play client using skills of interpersonal communication in an initial consultation situation	Role play	35-45%
K3, K4, S5, A2	Research contemporary issues and approaches to interpersonal communication and their impact on engaging successfully with people in professional practice. Comment on the content and process of interpersonal communication and reading materials	Two (2) reflective journal entries	25-35%
K1, S1, S5, A1	A written assessment and case note record of a persons situation presented in an initial consultative session	A case note record of a First Interview and Initial Assessment from a First Interview	25-35%

Adopted Reference Style:

APA ()

 Refer to the [library website](#) for more information

 Fed Cite - [referencing tool](#)