

Unit Outline (Higher Education)

Institute / School:	Institute of Health and Wellbeing
Unit Title:	Communication for Health Professionals
Unit ID:	HEALT1113
Credit Points:	15.00
Prerequisite(s):	Nil
Co-requisite(s):	Nil
Exclusion(s):	Nil
ASCED:	069999

Description of the Unit:

This introductory unit will enable students to gain a better understanding of the role of effective communication across health professions. It will identify enablers and barriers to effective communication, and how these may affect our interaction with others. It will also introduce students to a range of communication techniques and strategies essential for the development and maintenance of workplace relationships and teamwork. These will enable effective interpersonal and therapeutic communication, including clear expression of ideas and views; concise and confident oral and written communication skills; and tailoring communication styles for specific audiences. The unit will be offered to health professionals to promote inter-professional learning as required by the Health Professional's Accreditation Standards and National Safety and Quality Health Service (NSQHS) Standards.

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	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Learning Outcomes:
Knowledge:

- K1.** Identify effective communication strategies and techniques, including technology that can be used in and across health professions;
- K2.** Discuss the enablers and barriers to effective communication and how it impacts our interaction with others;
- K3.** Identify key aspects of effective public, interpersonal and therapeutic communication in various professional contexts;
- K4.** Explain group processes and group dynamics essential for workplace teamwork interactions; and
- K5.** Explore cultural safety, intercultural and inclusive communication strategies in and across health professions.

Skills:

- S1.** Establish self-awareness about personal communication strengths and weaknesses;
- S2.** Develop empathetic questioning and active listening skills to break down barriers to effective communication;
- S3.** Demonstrate effective academic skills, oral and written communication skills appropriate for health professionals.
- S4.** Demonstrate digital literacy skills including health informatics.

Application of knowledge and skills:

- A1.** Employ active listening techniques and effective questioning skills to enhance understanding and show empathy in interpersonal and therapeutic interactions;
- A2.** Self evaluate communication skills and adopt behaviours that enhance working relationships;
- A3.** Utilise effective communication techniques and conflict resolution skills to deal with difficult situations in professional and health contexts.

Unit Content:

Topics will include:

Communication strategies and techniques

Enablers and barriers to effective communication

Language in context

Communication technology etiquette, social media, health informatics, e-documentation

Intercultural communication and cultural safety

Inclusive communication

NSQHS Standards especially Standard 6 on Communication

Develop and assess graduate capabilities and Professional Standards of Practice allocated to this unit

Interpersonal communication

Self-awareness and the impact of our interactions with others

Verbal and non-verbal communication

Active listening and questioning skills

Therapeutic and helping skills

Empathy versus sympathy

Ethical decision-making in communication

Active, passive and aggressive communication and its impacts

Interviewing skills

Working with others and inter-professional skills

Group processes and dynamics

Effective group membership and leadership

Teamwork

Conflict resolution skills

Negotiation and Persuasion

Networking and advocacy

Maintaining professional healthcare relationships

e-documentation, referral, and health informatics

Inter and intra-professional communication strategies including ISBAR (Identity, Situation, Background, Assessment and Recommendation)

Academic skills

Public speaking

Presentation skills

Conflict resolution skills

Critical and reflective thinking

Professional writing for a specific audience

Digital literacy

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Tasks	Assessment Type	Weighting
K1, K2, K3, K4, K5, S1, S2, S3, S4, A1, A2, A3	Attendance at Active Learning Sessions	80% Attendance at Active Learning Sessions	S/U Hurdle
K1, K3, K5, S2, S3, A1, A2, A3	Recorded interview with simulated patient.	Asynchronous oral presentation	30-50%
K1, K2, K3, K4, K5, S3, S4, A1, A2, A3	Group communication infographic.	Poster	25-45%
K2, K3, K4, K5, S1, S3, S4, A1, A2, A3	Reflection on personal communication strategy and group dynamic.	Reflection	15-35%

Adopted Reference Style:

APA ()

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

Fed Cite - [referencing tool](#)