

Title: Communication for health professionals (online and optional face-to-face session)

Module 1. Introduction to Emotion-based Social and Communication Skills

Objective:

To introduce the fundamental concepts of social skills and how they relate to emotions in effective communication.

Content:

1. Definition of social skills: what they are, their importance in professional and personal contexts.
2. The role of emotions in communication: Recognition of one's own and other people's emotions.
3. Emotional intelligence: How to improve emotional intelligence in order to have better interactions.
4. Emotional communication theory: How emotions affect the message and perception.

Activities:

- Self-reflection exercise: Recognising my own emotions in different situations.
- Group discussion on the importance of emotions in communication.

Assessment:

- Quiz on the basic concepts of social skills and emotional intelligence.

Module 2. Assertiveness and Basic Social Skills.

Objective:

To develop assertiveness as a main tool for effective communication.

Content:

1. What is assertiveness: Differences between passivity, aggressiveness and assertiveness.
2. Assertiveness techniques: How to apply assertiveness in different situations.
3. Basic social skills: Greetings, making eye contact, active listening.
4. Managing conflicts with assertiveness.

Activities:

- Role-playing conflict situations, practising assertive responses.
- Group reflection on the impact of assertiveness in everyday communication.

Evaluation:

- Practical exercise on assertiveness: presenting a hypothetical situation and practising an assertive response.

Module 3. Motivational Interviewing and Negotiation

Objective:

To introduce motivational interviewing and basic negotiation techniques.

Content:

1. Fundamentals of motivational interviewing: principles, objectives and techniques.
2. Negotiation strategies: preparation, clear communication, and handling objections.
3. Negotiation styles: How to adapt your style according to the situation and the counterpart.
4. The role of empathy in negotiation: How to use empathy to reach an agreement.

Activities:

- Simulation of a motivational interview with feedback.

- Negotiation in pairs on a practical issue.

Assessment:

- Presentation of a negotiation or motivational interviewing case and group feedback.

Module 4. Verbal and Non-verbal Communication, Active Listening and Empathy

Objective:

To develop verbal and non-verbal communication skills, and the importance of active listening and empathy.

Content:

1. Effective verbal communication: appropriate use of words, tone and clarity.
2. Non-verbal communication: Body language, gestures and postures.
3. Active listening: active listening techniques and their impact on interpersonal relationships.
4. Empathy as a communication tool: Understanding and validating other people's emotions.

Activities:

- Practical exercise of observation and analysis of non-verbal communication.
- Active listening exercises in small groups.
- Dynamics to promote empathy.

Evaluation:

- Reflection on how to improve active listening in everyday situations.
- Conversation simulation with a focus on empathy and non-verbal language.

Module 5. Difficult Situations and Communicating Bad News

Objective:

To learn strategies for managing difficult situations in communication, especially with patients or difficult people.

Content:

1. Characteristics of difficult patients: Identifying behaviours and types.
2. Techniques for communicating with difficult patients: De-escalation and managing emotions.
3. The importance of communication when giving bad news: Strategies and ethical principles.
4. Caring for emotional well-being in difficult situations.

Activities:

- Role-playing situations with difficult patients and people.
- Analysis of case studies on communicating bad news.

Assessment:

- Written reflection on a personal experience or hypothetical situation of handling bad news.

Online Methodology:

- Lessons: Explanation of contents and skills live and asynchronously.
- Discussion forums: Spaces for questions, debates and reflection, individually and in groups.
- Interactive exercises: Practical activities to reinforce learning.
- Online assessments: Questionnaires and self-assessment activities.

Face-to-face methodology (mainly online and face-to-face session through simulation).

- Group dynamics: Interactive exercises, simulations and role-playing.
- Continuous assessment: Observation and feedback to the participants in the activities.

