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Nature Care College

Communicate With Clients

DISTANCE/BLENDED LEARNING

DESCRIPTION	<p>This unit of study covers the skills required by practitioners to establish and maintain effective communication with clients throughout all interactions and provide basic counselling as required and as appropriate to facilitate the treatment or health service being provided.</p> <p>The skills apply to work in a range of health settings where health services are provided with direct client contact involved.</p>	
DURATION	One term (12 weeks) approximately 24 learning hours	
LEARNING OUTCOMES	<p>By the conclusion of the unit of study, students should be able to:</p> <ol style="list-style-type: none"> 1. Establish professional relationship with the client 2. Provide effective response to client enquiries 3. Respond effectively to difficult or challenging behaviour 4. Use basic counselling skills as required to facilitate treatment 	
TEACHING METHOD	Microskills training including the use of client scenarios, self reflection exercises and workbook exercises.	
ASSESSMENT	<p>Three written assessment submissions 85%</p> <p>Final Quiz. 15%</p> <p>Completion of workbook exercises</p> <p>Pass mark 60%</p> <p>Each component must be passed at 60% in order to achieve competence and to pass this subject.</p>	
COMPETENCIES FULL COMPLETION	HLTCOM404B Communicate effectively with clients	
PRE-REQUISITES	Nil	
CO-REQUISITES	Nil	
TEXTBOOKS	<p>Compulsory: Nil</p> <p>Recommended Reading / References: Bolton, Robert, 1987. <i>People Skills</i>. Simon & Schuster, Sydney Geldard, David, 1998. <i>Basic Personal Counselling</i>. Prentice Hall, Sydney Other books as recommended by your lecturer.</p>	

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HOME STUDY GUIDE:

TOPIC 1	Introduction and Philosophy Definitions The Person of the Practitioner
TOPIC 2	Therapeutic Relationships The Therapeutic Frame The Practitioner in Relationship The Client in Relationship
TOPIC 3	Boundaries Areas of Negotiation.
TOPIC 4	Listening – the Three Zones of Awareness Developing Self-Awareness
TOPIC 5	Verbal and Non-Verbal Communication The Relationship Between Feeling, Behaviour and Meaning
TOPIC 6	Communication Skills The Role of Accurate Listening SOLER Communication Blockers
TOPIC 7	The Use of Questions as a Therapeutic Tool Summarising
TOPIC 8	Holistic Assessment – the Client in Context
TOPIC 9	Maslow’s Hierarchy of Needs
TOPIC 10	Erikson’s Psychosocial Stages of Human Development
TOPIC 11	Ethics and Boundaries in Practice
TOPIC 12	Professional Burnout and Self-Care

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