



Nature Care College

Communicate With Clients

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	24 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	<p>Experiential microskills training including the use of role-plays, lecture presentations, the use of self reflection and class discussion.</p>	
ASSESSMENT	<p>Three assessment tasks</p> <p>Final Exam</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>	<p>85%</p> <p>15%</p>
COMPETENCIES FULL COMPLETION	HLTCOM404B Communicate effectively with clients	
ATTENDANCE	80% minimum	
PRE-REQUISITES	Nil	
CO-REQUISITES	Nil	
MATERIALS REQUIRED	Notebook, pen.	
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>	

WEEK-BY-WEEK OUTLINE

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

INTENSIVE OUTLINE

DAY 1	Introduction and Philosophy The Person of the Practitioner Definitions Therapeutic Relationships The Therapeutic Frame The Practitioner in Relationship The Client in Relationship The Dynamic Between Practitioner and Client Transference and Counter-transference Areas of Negotiation. Listening – the Three Zones of Awareness Developing Self-Awareness	Assessment Task 1
DAY 2	Verbal and Non-Verbal Communication The Relationship Between Feeling, Behaviour and Meaning Communication Skills The Role of Accurate Listening Communication Blockers The Use of Questions as a Therapeutic Tool Holistic Assessment – the Client in Context Maslow’s Hierarchy of Needs	Assessment Task 2
DAY 3	Erikson’s Psychosocial Stages of Human Development Ethics and Boundaries in Practice Professional Burnout and Self-Care	Final Exam Assessment Task 3

Please be respectful of your fellow students and arrive on time for class. Please ensure all mobile phones are turned off prior to the commencement of class.