



Nature Care College

Communicate In Health

DESCRIPTION	This unit of study is designed to develop skills and knowledge required gather information, maintain effective working relationships and networks, with particular regard to communication and representation.	
DURATION	24 hours	
LEARNING OUTCOMES	By the conclusion of the unit, students should be able to: <ul style="list-style-type: none"> • Seek, receive and communicate information and ideas associated with the achievement of work responsibilities from the appropriate sources. • Encourage trust and confidence. • Identify and use networks and relationships • Contribute to positive outcomes 	
TEACHING METHOD	Experiential microskills training including the use of role plays, lecture presentations, the use of self reflection and class discussion.	
ASSESSMENT	Practical skills assessment and class participation Assignment Examination Pass mark	40% 40% 20% 60%
	Each component must be passed at 60% in order to pass this subject satisfactorily.	
COMPETENCIES PARTIAL COMPLETION	BSBFLM303B contribute to Effective Workplace Relationships	
ATTENDANCE	80% Minimum	
PRE-REQUISITES	Communicate With Clients	
CO-REQUISITES	Nil	
MATERIALS REQUIRED	Notebook, pen.	
TEXTBOOKS	Compulsory: Nil 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.	

TOPIC-BY-TOPIC OUTLINE

TOPIC 1	Introduction and philosophy. Definitions The role of the complementary health care practitioner
TOPIC 2	Stages and steps of the helping process Key aspects of the structure of the initial interview
TOPIC 3	Attending and listening skills
TOPIC 4	Sources of interference to listening in the helper Sources of interference to listening in the client
TOPIC 5	Eliciting and reflecting meaning Reflection of Meaning, content and feelings
TOPIC 6	Focussing the narrative Advanced accurate empathy
TOPIC K 7	Practitioners use of self
TOPIC 8	Identifying issues and clarifying goals Building readiness for change
TOPIC 9	Gaining new perspectives Positive reframe / connotation The nature and role of immediacy
TOPIC 10	The nature and role of confrontation Creating leverage
TOPIC 11	Implementing goals
TOPIC 12	Ethical decision making model
