

Academic Year/course: 2021/22

## 26106 - Social and Communication skills

### Syllabus Information

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**Academic Year:** 2021/22

**Subject:** 26106 - Habilidades sociales y de comunicación

**Faculty / School:** 108 - Facultad de Ciencias Sociales y del Trabajo

**Degree:** 274 - Degree in Social Work

**ECTS:** 6.0

**Year:** 1

**Semester:** Second semester

**Subject Type:** Basic Education

**Module:**

### 1. General information

### 2. Learning goals

### 3. Assessment (1st and 2nd call)

### 4. Methodology, learning tasks, syllabus and resources

#### 4.1. Methodological overview

The methodology followed in this course is oriented towards the achievement of the learning objectives. The learning process that has been designed for this subject is based on the following:  
Acquisition and training in social and communication skills requires, in addition to theoretical knowledge, which is achieved through master classes and analysis and reflection on one's own behaviour in specific relationship situations, exercise in skills and in the development of skills that are related to the practice of "knowing how to do".

Classroom materials will be available via Moodle. These include a repository of the lecture notes used in class, the course syllabus, as well as other course-specific learning materials.

Students should not only acquire theoretical knowledge from the expository activities and readings of the material on the subject, but it is necessary that they put this knowledge into practice and train themselves to apply it in their professional life, as well as in their personal life. We try, therefore, that the student learns by doing and analyzing his experience in group, with reflection and critical analysis. Hence, in the methodological approach of the subject, the practice is considered - worked on in the so-called Dossier of Practices and in individual practice - with a weight of 50% on the final grade.

The students will have to make an intense work in small groups (five people), where they will solve problems, cases, simulations, role-playing, etc. with the objective of acquiring and improving aptitudes and attitudes in the field of interpersonal communication. Group work is parallel to autonomous individual work, which must be developed throughout the course.

#### 4.2. Learning tasks

This is a 6 ECTS course organized as follows:

EXPOSITIVE activities and DYNAMIC ACTIVITIES, carried out in the large group, in a small group and individually.

EXPOSITORY ACTIVITIES:

They are specified in the topics developed in the IV Thematic Units, exposed by the teacher, and whose material and complementary readings are uploaded to the ADD.

DYNAMIC ACTIVITIES:

Developed in the classroom: a session of one hour per week (T2) is planned, in which it is proposed to work in small groups of five people, cases, dramatizations, problem solving, simulations, analysis of written and visual documents, etc. In some cases, small group work has to be put in common in the large group and, from there, debate and analysis is encouraged.

All the work done in the small group, plus what happened in the large group, is reflected on in work outside the classroom and is transferred to the Practice Dossier, which requires continuous monitoring by the teaching staff.

The dynamic activities are included in the ADD, once they have been proposed in class. The subject matter they deal with is totally related to the theoretical sessions that are worked on in the classroom, and aim to advance in the development of social and communicative skills of the student, in addition to promoting the ability to organize work and active participation in the group.

On the other hand, apart from the work in the classroom, each student will have to carry out, throughout the course, 3 proposed individual works (T6), linked to the subjects of the subject, aimed at reviewing and evaluating their individual experience in certain social skills. These are revision and self-evaluation works so that they face their difficulties in the development of social skills and can improve them. Selected individual papers may be presented in class on a specific date.

### 4.3. Syllabus

The course will address the following topics:

#### **Unit I: Interpersonal relations and social skills**

Contents: Human relations, social perception and impressions. Factors and phenomena that influence social perception. Human relations in today's society. Introduction to causal attribution. Transactional analysis. Concept and Elements that compose social skills. Training in social skills.

#### **Unit II: The communication process**

Contents: Elements involved in communication. Verbal communication. Convincing, persuading and manipulating. Barriers and filters in communication. Non-verbal communication. Paraverbal communication. Effective communication: Johari's window and the feedback process. Improve communication: Active listening

#### **Unit III: Social and Communication Skills**

Contents: Communication styles: aggressive, passive, assertive. Empathy and understanding of the Other. Emotional intelligence. Assertiveness and assertive techniques.

#### **Unit IV: Applications of Communication Skills**

Contents: Preparing a speech. Speaking in public: the speaker. Controlling anxiety. Guidelines for the interview. Effective communication in meetings. The group decision-making process. Technique for making decisions by consensus: *Six hats for thinking*.

### 4.4. Course planning and calendar

Further information concerning the timetable, classroom, office hours, assessment dates and other details regarding this course will be provided on the first day of class or please refer to the "Facultad de Ciencias Sociales y del Trabajo" (<https://sociales.unizar.es/>; <https://sociales.unizar.es/trabajo-social/trabajo-social-introduccion>)

**The theory classes will last two hours per week.**

**Practice classes will last one hour per week.**

All the sessions of dynamic activities have a duration of 1 hour per week. The first week is dedicated to the presentation of the course: the competences to be reached, methodology and activities planned; as well as to the bibliographical review of the subjects to be dealt with in the subject.

Throughout the course, the teacher's expository sessions on the subjects of the programme will be accompanied by dynamic activities and exercises in the classroom appropriate to the content being taught in the session, since this subject is eminently practical.

The class materials and complementary readings are, in advance, in the ADD so that they can be worked on.

The dynamic activities that correspond with the T2 are developed throughout the course, every week, in one-hour sessions: it is a question of solving practical exercises in small groups of five members. The resolution of the case, of the problem that arises, the analysis on a topic, or the dynamics that work in the classroom (role-playing, analysis of written and visual documents, structured debates, etc.), is the starting point for reflection and subsequent debate on the topics being studied.

There is a continuous monitoring of these dynamic activities, through the so-called Dossier of group practices, which must be reviewed during the semester, at least twice, and deliver the last week of the course (week 15), together with the evaluation of all the practical activities carried out.

Each student must also do, throughout the course, 3 individual papers proposed, aimed at reviewing their individual experience in certain social skills. The selected individual papers may be exhibited in class on a specific date.

With the delivery of the Dossier, the written examination on the subject and the 3 individual exercises, the final evaluation of the student who has opted for continuous evaluation is carried out.