

## 26106 - Social and Communication skills

### Syllabus Information

**Academic year:** 2023/24

**Subject:** 26106 - Social and Communication skills

**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

The general goal of the subject is to develop social and communication skills and abilities in interpersonal relationships.

The generalist approach of this course is based on knowing how to be and knowing how to do: to broaden our interpersonal skills and to put into practice the knowledge learned in any communicative context. Thus, the topics addressed are useful for everyday life as well as for personal and professional development.

This subject - which has continuity in 2nd year, in the subject Social and Communication Skills for Social Work - explores how to establish effective communication; and is based on the Principle of Equality among people: in equitable interpersonal relationships, and in the belief and need to promote parity between women and men. Its approach responds to the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda ( <https://www.un.org/sustainabledevelopment/es>): Gender equality (Goal 5) and Reduction of inequalities (Goal 10).

### 2. Learning results

Upon passing the subject, students will be more competent to establish interpersonal relationships appropriate to the communicative context, and to develop and apply their social skills:

- Better understand and interpret the dynamics of interpersonal relationships, try to control their prejudices and pay attention to the point of view of others
- Will be able to analyze verbal and non-verbal cues in a range of complex interaction situations; and will have the knowledge to respond with an assertive style to conflict situations.
- Consider the importance of practicing active listening, empathy and decision making, taking into account the opinions of others and effective techniques for reaching consensus agreements.
- They should be better able to express their emotions and thoughts; to listen to criticism; to be able to give useful feedback to others; and to defend their rights without attacking other positions.
- This subject is expected to help you analyze and lose some of your fears: expressing opinions, saying no, and speaking in public.

### 3. Syllabus

**Unit I: Interpersonal Relations and Social Skills.** CONTENTS Human Relations, Social Perception and Impressions. Factors and phenomena that influence social perception. Interpersonal relationships in the society of present: gender relations. Introduction to Causal Attribution and Transactional Analysis. Concepts and elements that compose social skills: cognitive dissonances.

**Unit II: The Communication Process.** CONTENTS Barriers and filters in interpersonal communication. Communication verbal and non-verbal communication. Effective communication: active listening and the feedback process. The Johari Window.

**Unit III: Social and Communication Skills.** CONTENTS Communication styles. Assertiveness and assertive techniques. Emotional intelligence. Anxiety control.

**Unit IV: Communication skills applications.** CONTENTS Elaborate a speech. Public speaking. Guidelines for the interview. Effective communication in meetings: decision making and consensus.

## 4. Academic activities

The program includes expository and dynamic activities, carried out in the class group, in the small group and individually.

**The expository activities** are based on the topics developed in the Thematic Units, presented by the teacher, and whose material and complementary readings are deposited in the ADD. Discussion and participation are encouraged.

**The dynamic activities** are developed in the classroom, in small groups or individually, following the teacher's indications: activities related to the practice of the contents of the subject - weekly practical sessions T2- in which cases, role playing, presentation of work, etc. are presented. Reflection, self-analysis and the ability to organize work and active participation in groups are encouraged.

## 5. Assessment system

**CONTINUOUS ASSESSMENT:** The criteria and instruments of the continuous assessment will be the following:

- a. **Individual written test (T1. 60% of the final grade)**, to guarantee the learning of the theoretical part.

Criteria: Correct answers to the questions or assumptions raised. Clarity and precision in the use of concepts.

A score of 5 out of 10 is required to pass this test. A 10% of this grade can be obtained with attendance and participation in class.

- b. **Group practice dossier; individual work and oral presentation (T2. 40% of the final grade)**

Criteria: Depth of reflection on the subject matter. Appropriate use of vocabulary and written language.

**SINGLE ASSESSMENT:** Continuous assessment students who wish to raise their grade or recover one of the parts may also opt for this assessment.

- a. To pass **the theoretical part (60% of the final grade):**

**Written exam** (50% of the final grade). The same assessment criteria are maintained as in the examination of continuous assessment. And to carry out **2 individual works** (10% of the final grade) proposed by the teacher, of analysis and reflection, according to the contents of the subject.

- b. To pass **the practical part (40% of the final grade):**

**Practical test** in the written exam (25%). And to elaborate a **work/workshop on Social Skills training** (15%), related to the contents of the course, which may be tutored by the teacher.

In order to pass the subject, it is necessary to pass both the theoretical and practical parts with at least a 5.0.