

1. BASIC INFORMATION

Course	Communication skills
Degree program	Psychology
School	Health Science
Year	4th
ECTS	6
Credit type	Compulsory
Language(s)	English
Delivery mode	On campus
Semester	1st
Academic year	2023/2024
Coordinating professor	María Cristina Escamilla

2. PRESENTATION

With this course, the student will assimilate the basic knowledge of Communication Skills, understanding it as a powerful tool capable of substantially contributing to the student's development in academic, professional, and personal realms. Communication is one of the behaviors that best defines the effectiveness of any individual, translating into a decisive factor for professionals to gain and maintain a competitive advantage.

It is not possible not to communicate; therefore, one cannot conceive of a human being disconnected from their potential for communication and their ability to create, express, and evoke emotions. In this sense, students will be provided with the necessary tools to understand communication as a social skill that they must employ in managing situations and problem-solving.

3. COMPETENCIES AND LEARNING OUTCOMES

Core competencies:

- *CG08 - Know different research designs, the procedures for formulating and testing hypotheses and for interpreting results, and be able to apply them.*
- *CG10 - Know the correct use of the English language in the industry, both for specialised and non-specialised audiences.*
- *CB01 - Students demonstrate possession and understanding of knowledge in an area of study typically based on general secondary education. This knowledge level is often supported by advanced textbooks and may also include aspects from the forefront of their field of study.*

- *CB02 - Students know how to apply their knowledge to their work or vocation in a professional manner and possess the skills that are usually demonstrated through preparation and defense of arguments and resolution of problems within their area of study.*
- *CB03 - Students should have the capacity to gather and interpret relevant data, typically within their area of study, to form judgments that include opinions on pertinent social, scientific, or ethical issues.*
- *CB04 - Students can convey information, ideas, problems, and solutions to both specialized and non-specialized audiences.*
- *CB05 - Students have developed the necessary learning abilities to undertake further studies with a high degree of autonomy.*

Cross-curricular competencies:

- *CT012 - Self-confidence: Capacity to assess your own results, performance and competencies with the internal belief that you are capable of doing the tasks and facing the challenges that you encounter.*
- *CT05 - Information Management: Capacity to search for, select, analyse and integrate information from diverse sources.*
- *CT10 - Innovation and creativity: Capacity to propose and draw up new and original solutions that add value to problems that are faced, even in fields different from the problem's field.*

Specific competencies:

- *CE25 - Know how to appropriately and effectively give feedback to recipients.*
- *CE26 - Be able to prepare oral and written reports in the field of Psychology.*
- *CE27 - Know and meet the deontological obligations of Psychology.*
- *CE01 - Know how to analyse the needs and demands of recipients from a psychological perspective.*

Learning outcomes:

- **LO1:** *Students will be able to understand concepts related to the skills required for communication in personal development and in exercising their profession.*
- **LO2:** *Students will also develop sufficient skills to communicate effectively in writing and orally and select the communication formats and technological resources appropriate to each situation.*

The following table shows the relationship between the competencies developed during the course and the learning outcomes pursued:

Competencies	Learning outcomes
CB01, CB02, CB04, CT02, CT05, CE01, CE25, CE026, CE027	LO1
CB01, CB02, CB03, CT02, CT10, CE03, CE021, CE25, CE27	LO2

4. CONTENT

Basic principles of communication.

Elements involved.

Levels of communication: interpersonal, intrapersonal, intergroup and intragroup.

Spelling, diction, synthesis and argumentation.

Drafting and presentation.

Use of means to support communication.

Effective communication.

Electronic communication and reporting.

Effective presentations.

5. TEACHING-LEARNING METHODOLOGIES

The types of teaching-learning methodologies used are indicated below:

- *Problem-based learning*
- *Cooperative learning*
- *Lectures*
- *Simulation environments*
- *Student oral presentations*
- *Case method*
- *Practical exercises*

6. LEARNING ACTIVITIES

Listed below are the types of learning activities and the number of hours the student will spend on each one:

Campus-based mode:

Learning activity	Number of hours
<i>Case studies</i>	25
<i>Debates</i>	5
<i>Formative evaluation (feedback of evaluation tests)</i>	5
<i>Research activities</i>	20
<i>Lectures</i>	30
<i>Role playing</i>	10
<i>Face-to-face tutorial</i>	5
<i>Problem-solving</i>	50

TOTAL	150
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7. ASSESSMENT

Listed below are the assessment systems used and the weight each one carries towards the final course grade:

Campus-based mode:

Assessment system	Weight
<i>Case studies and problem-solving</i>	10
<i>Performance observation</i>	5
<i>Participation in debates and forums</i>	10
<i>Portfolio</i>	15
<i>Knowledge tests</i>	60

When you access the course on the Campus Virtual, you'll find a description of the assessment activities you have to complete, as well as the delivery deadline and assessment procedure for each one.

7.1. First exam period

To pass the course in the first exam period, you must obtain a final course grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade of at 5.0 in the final exam in order for it to count towards the final grade along with all the grades corresponding to the other activities.

7.2. Second exam period

To pass the course in the second exam period, you must obtain a final grade of at least 5 out of 10 (weighted average).

In any case, you will need to obtain a grade of at 5.0 in the final exam in order for it to count towards the final grade along with all the grades corresponding to the other activities.

The student must deliver the activities not successfully completed in the first exam period after having received the corresponding corrections from the professor, or those that were not delivered in the first place.

8. SCHEDULE

This table shows the delivery deadline for each assessable activity in the course:

Assessable activities	Deadline
Case studies and problem-solving	After the explanation of the corresponding didactic unit
Performance observation	After the explanation of the corresponding didactic unit
Participation in debates and forums	After the explanation of the corresponding didactic unit
Portfolio	After the explanation of the corresponding didactic unit
Knowledge tests	First and second call: following the university's academic calendar

This schedule may be subject to changes for logistical reasons relating to the activities. The student will be notified of any change as and when appropriate.

9. BIBLIOGRAPHY

The main reference work for this subject is:

Currently being updated

10. EDUCATIONAL GUIDANCE AND DIVERSITY UNIT

From the Educational Guidance and Diversity Unit we offer support to our students throughout their university life to help them reach their academic achievements. Other main actions are the students' inclusions with specific educational needs, universal accessibility on the different campuses of the university and equal opportunities.

From this unit we offer to our students:

1. *Accompaniment and follow-up by means of counselling and personalized plans for students who need to improve their academic performance.*
2. *In terms of attention to diversity, non-significant curricular adjustments are made in terms of methodology and assessment for those students with specific educational needs, pursuing an equal opportunities for all students.*
3. *We offer students different extracurricular resources to develop different competences that will encourage their personal and professional development.*
4. *Vocational guidance through the provision of tools and counselling to students with vocational doubts or who believe they have made a mistake in their choice of degree.*

Students in need of educational support can write to us at:

unidad.diversidaduev@universidadeuropea.es

11.ONLINE SURVEYS

Your opinion matters!

The Universidad Europea encourages you to participate in several surveys which help identify the strengths and areas we need to improve regarding professors, degree programs and the teaching-learning process.

The surveys will be made available in the “surveys” section in virtual campus or via e-mail.

Your assessment is necessary for us to improve.

Thank you very much for your participation.