

Communication skills development through student assignments (eCSSA)
15 hours

Broad Objective: Enable effective communication in the work place
To create awareness on common drawbacks in day-to-day communication (both oral and written)

Specific objectives – At the end of the module students should be able to;

- Communicate with peers in a group, give positive and negative feedback
- Listen to a problem of an individual and give simple solutions
- Communicate as a leader of a team with other team members
- Demonstrate the ability to conduct health education programs to public (individual/group) on a common health problem
- Address health workers on common health related issues
- Explain to a patient - simple remedies/therapies (the ones done in class)
- Present ones point of view clearly
- Write official communications in a professional manner

The students should be able to demonstrate;
active listening and simple problem solving skills with respect and empathy. Establish rapport with the client/ patient.
(Be familiar with and try to practice the Calgary Cambridge model for patient centred communication)

the ability to give simple instructions related to a health problem using simple language and demonstrate that the patient has grasped the information given

the application of principles of communication during teaching sessions (proper use of audiovisual aids, etc)

the ability to address health workers and public give appropriate information and attract the attention of the audience by using appropriate language with gestures, postures and teaching material.

the ability to resolve a conflict ethically without intimidating individuals.

Be able to write official letters- invitations, appreciating services and complaints and seeking permission from authorities

Program

Introductory lecture and video on good practices – 2hrs

Lecture demonstration on Health education material development – invited lecturer

Group activities

Role plays on Dr Patient interaction

Teaching a concept to peers

Workplace based communications- scenario based activities including writing letters

Giving instructions to patients - scenario based

Summarizing newspaper articles- be able to grasp the key messages

Health education talks

Presenting ones point of view on selected topics

Assessment

Formative feedback given by facilitator and peers

Semester examination - 1 hour and 30 minute paper