Module

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<tr>
<th>Title of module:</th>
<th>Category:</th>
<th>Acronym:</th>
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<td>Communication skills</td>
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<tr>
<th>Responsible for Module:</th>
<th>Trainee:</th>
<th>Email:</th>
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<tr>
<td>UB</td>
<td>Mari Carmen Martín</td>
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### Module Description

#### 1. Qualification Goals

The communication skills category is divided into two training modules. The current module is related to listening skills:
- Reflection of my own communication style
- Avoid misunderstandings
- Practice of active and empathetic listening
- Communication models
- Mindful listening
- Question techniques and the impact of active listening
- Preparation of own case study

In this module, R-SOS Units staff members will develop some listening competencies when working, assessing and relating to refugees. Beginning by the knowledge of the synthetic theoretical bases of the professional intervention, the module will present the key elements for the determination of the professional aim, based on the individual self-assessment of needs, resources and interests. As learning outcomes, the participants will dispose of their own professional portfolio and some of the key job-seeking tools. Participants will develop and exercise real cases and situations so they will role play later will with end users of the University’s Service.

#### 2. Course Contents

- Learn some communication techniques by using different models & theories (non-violent and empathetic communication)
- Learn conflict resolution techniques by using different models
- Practice new learned strategies with own cases/examples
- Sensitization for individual communicative strengths and weaknesses
- Deeper understanding of own communication patterns

#### 3. Description of Teaching Mode

The module will provide some theory based on lectures and some individual, pairs or team exercises. The exercises have tutorial character and voluntary homework will be given. Personal reflection will be encouraged for further development.

#### 4. Condition for Participation

English language

#### 5. Effort

- Contact hours: 8
- Hours preparation and post processing: 6
- Total: 14h

#### 6. Material

Digital course material (presentations, exercise textbook, etc.) will be available to download.

**Bibliography:**

Will be presented during sessions.