

COURSE DESCRIPTION

COURSE DETAILS

Title (of the course): **HABILIDADES DE COMUNICACIÓN**

Code: 101745

Degree/Master: **GRADO DE TURISMO**

Year:

Field: TRANSVERSAL

Duration:

Character: OPTATIVA

Classroom hours: 30

ECTS Credits: 3.0

Study hours: 45

Face-to-face classroom percentage: 40.0%

Online platform:

LECTURER INFORMATION

Name: CORPAS LÓPEZ, JORGE (Coordinator)

Department: PSICOLOGÍA

Area: PERSONALIDAD, EVALUACIÓN Y TRATAMIENTO PSICOLÓGICO

Office location: Planta Baja, Sección audiovisuales. Facultad ciencias de la educación y psicología

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PREREQUISITES AND RECOMMENDATIONS

Prerequisites established in the study plan

None

Recommendations

None specified

INTENDED LEARNING OUTCOMES

CB1

CB2

CB3

CB4

CB5

CB6



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OBJECTIVES

- Know different communication skills that provide us with a basic tool for interpersonal relationships.
- Know the main aspects that interpersonal communication offers us in order to design work strategies.
- Describe conflicting contexts and diagnose the needs to be able to act appropriately according to the skills required.
- Identify situations that require putting these skills into practice.
- Analyze, plan and design strategies to facilitate the resolution of interpersonal conflicts.
- Work with different skills to reach an optimal level that allows us to maintain interpersonal relationships and solve different conflicts, as well as prevent them through communication.
- Maintain a system of personal values prone to the progress, development and learning of people and communities.
- Possess adequate professional ethics characterized by respect for the confidentiality of information, veracity, transparency and justice.

CONTENT

1. Theory contents

- UNIT 1. INTERPERSONAL COMMUNICATION. VERBAL COMMUNICATION AND NON-VERBAL COMMUNICATION.
- SUBJECT 2. THE DIFFERENT STYLES OF COMMUNICATION.
- UNIT 3. COMMUNICATION AS A WORK STRATEGY.
- SUBJECT 4. THE ABILITY TO KNOW HOW TO LISTEN. Active listening.
- UNIT 5. THE ABILITY TO ASK QUESTIONS.
- SUBJECT 6. ABILITY TO COMMUNICATE IN A PERSONAL WAY.
- UNIT 7. HOW TO MOTIVATE THROUGH COMMUNICATION.

2. Practical contents

Role-playing of communication skills and resolution of interpersonal conflicts, as well as carrying out practical activities on theoretical content. The students will have to carry out a personal intervention in a real case on which they will have to analyze the situation and prepare a rewarding intervention strategy that increases the level of communication and resolves possible conflicts.

SUSTAINABLE DEVELOPMENT GOALS RELATED TO THE CONTENT

Good health and well-being

Gender equality

METHODOLOGY

Methodological adaptations for part-time students and students with disabilities and special educational needs

Part-time students will have to agree with the teacher a specific solution at the beginning of the class period.

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Face-to-face activities

Activity	Large group	Total
<i>Case study</i>	9	9
<i>Group presentation</i>	2	2
<i>Lectures</i>	19	19
Total hours:	30	30

Off-site activities

Activity	Total
<i>Analysis</i>	5
<i>Exercises</i>	10
<i>Reference search</i>	5
<i>Self-study</i>	25
Total hours	45

WORK MATERIALS FOR STUDENTS

Case studies
Dossier
Exercises and activities
Oral presentations

EVALUATION

Intended learning	Document Analysis	Exams	Oral Presentation
<i>CB1</i>	X	X	X
<i>CB2</i>	X	X	X
<i>CB3</i>	X	X	X
<i>CB4</i>	X	X	X
<i>CB5</i>	X	X	X
<i>CB6</i>	X	X	X
Total (100%)	20%	60%	20%
Minimum grade	5	5	5

(*)Minimum mark (out of 10) needed for the assessment tool to be weighted in the course final mark. In any case, final mark must be 5,0 or higher to pass the course.



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Attendance will be assessed?:

No

General clarifications on instruments for evaluation:

An objective multiple choice test will be carried out with 20 questions with three answer options.

To pass the subject, a good level of linguistic and communicative competence will be essential. The lack of correction in the preparation of oral or written texts may have a negative impact on the final grade.

Clarifications on the methodology for part-time students and students with disabilities and special educational needs:

They must reach an agreement with the teacher at the beginning of the subject.

Clarifications on the evaluation of the extraordinary call and extra-ordinary call for completion studies:

The mark will correspond to the grade obtained in the exam.

Qualifying criteria for obtaining honors:

10

BIBLIOGRAPHY

1. Basic Bibliography

- Alonso-Parga, A. (2016). Pregúntame sobre el conflicto. El modelo de eficacia en la resolución de conflictos. Madrid: EOS.
- Benítez, M., Medina, F.J., y Munduate, L. (2011). El estudio de conflicto en los equipos de trabajo. Una visión de las contribuciones científicas realizadas en España. *Papeles del Psicólogo*, 32(1), 69-81.
- Caballo, V.E. (1983). Asertividad: definiciones y dimensiones. *Estudios de Psicología*, 13, 54-62.
- Costa, M. y López, E. (1996). El afrontamiento de los conflictos y de la negociación. En M. Costa y E. López, Los secretos de la dirección. Manual práctico para dirigir organizaciones y equipos (pp. 377-415). Madrid: Pirámide.
- Medina, F.J. y Munduate, L. (2005). Evaluación de la gestión del conflicto. En L. Munduate y F.J. Medina (Coords.), Gestión de conflicto, negociación y mediación (pp. 74-89). Madrid: Pirámide.
- Pastor, Y. (2006). Psicología Social de la comunicación. Madrid: Pirámide.
- Villanueva, L. R. (2012). Comunicación y atención al cliente en hostelería y turismo (UF0042). Antequera: Innovación y Cualificación Editorial.

2. Further reading

- Caballo, V. (1987) Teoría, evaluación y entrenamiento de las habilidades sociales. Psicología aplicada. Valencia: Promolibro.
- Dorado, M.A. (2005). Aspectos emocionales en la gestión del conflicto. En L. Munduate y F.J. Medina (Coords.), Gestión de conflicto, negociación y mediación (pp. 91-113). Madrid: Pirámide.
- Gil, F. León, J. (1998). Habilidades Sociales y Salud. Madrid: Eudena.
- Kelly, A. Y Viso, S. (1992) Entrenamiento de las habilidades sociales: guía práctica para intervenciones. Bilbao: Desclées de Bawner.
- San de Aedo, J.L. y Goñi, A. (2000). Reflexiones sobre la enseñanza de las habilidades sociales. Ciencias de la Educación, 128, 201-216.



COURSE DESCRIPTION

COORDINATION CRITERIA

Common evaluation criteria

Tasks deadlines

Tasks performance

The methodological strategies and the evaluation system contemplated in this Course Description will be adapted according to the needs presented by students with disabilities and special educational needs in the cases that are required.



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