UNIVERSIDAD DE CASTILLA - LA MANCHA
GUÍA DOCENTE

1. General information

Course: INTERVENTION AND COMMUNICATION TECHNIQUES AND SKILLS IN SOCIAL WORK

Type: CORE COURSE

Degree: 313 - UNDERGRADUATE DEGREE PROGRAMME IN SOCIAL WORK (CU)

Center: 110 - FACULTY OF SOCIAL WORK OF CUENCA

Year: 1

Main language: Spanish

Use of additional languages:

Web site:

Code: 50305

ECTS credits: 6

Academic year: 2023-24

Group(s): 30

Duration: C2

Second language: English

English Friendly: Y

Bilingual: N

Lecturer: MARIA PILAR CAÑAS BELMAR - Group(s): **30**

Building/Office	Department	Phone number	Email	Office hours
Edificio Melchor Cano/2.04	DERECHO DEL TRABAJO Y TRABAJO SOCIAL	969179100 Ext. 4608	mariapilar.canas@uclm.es	

2. Pre-Requisites

Not established

3. Justification in the curriculum, relation to other subjects and to the profession

Not established

4. Degree competences achieved in this course

Course competences

Code	Description
CB01	Prove that they have acquired and understood knowledge in a subject area that derives from general secondary education and is appropriate to a level based on advanced course books, and includes updated and cutting-edge aspects of their field of knowledge.
CB03	Be able to gather and process relevant information (usually within their subject area) to give opinions, including reflections on relevant social, scientific or ethical issues.
CE07	Ability to communicate and make understand their decisions, diagnostic performances and professional interventions, along with their outcomes, to other professional, individuals, groups or communities.
CE10	Proficiency at developing and reading both specific papers and reports, in the professional performance.
CG01	Target students for communicative, interactive and team working skills acquisition.

5. Objectives or Learning Outcomes

Course learning outcomes

Description

Capable of handling a debate and assessing viewpoints together with all evidences provided by others.

Capable of joining in networks and interdisciplinary and inter-institutional teams in order to establish cooperation agreements, and address potential disagreements in a constructive way.

Able to arrange and take an active part in decision-making meetings.

Able to apply communication and information technologies while delivering service.

Capable of building professional relationships to identify the most appropriate intervention and to clarify and negotiate the involvement aim and limits.

Is able to design supporting documents and to document the processes of social intervention, such as the filing and sharing of social stories and reports, keeping them complete, faithful, accessible and updated as a guarantee in the decision making and professional assessment.

Acquires skills to establish an empathetic relationship and effective communication with other people, and especially with people with communication needs.

Acquires skills for interpersonal relationships in social work and professional activity in general, specially in the field of face to face interview, and both meetings and group sessions, and public speaking.

Applies active listening, is able to stablish a proper relationship with the vital experiences of care services users, understand their point of view and overcome personal prejudices to attend complex, both personal and interpersonal, situations.

Is able to establish effective relations with individuals and organizations through the spoken and written word, both on paper format and by electronic means; and do it correctly and clearly in a suitable style for recipients, the purpose and the communicative context.

Knows and has been trained in conflict resolution skills and techniques to solve conflicts at interpersonal, group and intergroup levels.

Able to use verbal and non-verbal clues as well as giving guidance on the interpretation.

6. Units / Contents

Unit 1:

Unit 2:

Unit 3:

7. Activities, Units/Modules and Methodology

		Related Competences				

Training Activity	Methodology	(only degrees before RD 822/2021)	ECTS	Hours	As	Com	Description
Class Attendance (theory) [ON-SITE]	Lectures	CB01	0.88	22	N	-	
Problem solving and/or case studies [ON-SITE]	Combination of methods	CB03 CE07 CE10 CG01	0.6	15	Y	Y	
Project or Topic Presentations [ON-SITE]	Group Work	CB01 CB03 CE07 CE10 CG01	0.12	3	Y	Y	
Final test [ON-SITE]	Assessment tests	CB01 CB03 CE07 CE10	0.08	2	Y	Y	
Group tutoring sessions [ON-SITE]	Group tutoring sessions	CB01 CE07 CE10	0.28	7	N	-	
Class Attendance (practical) [ON-SITE]	Combination of methods	CB01 CB03 CE07 CE10 CG01	0.44	11	N	-	
Writing of reports or projects [OFF-SITE]	Case Studies	CB01 CB03 CE07 CE10	1.52	38	Y	Y	
Writing of reports or projects [OFF-SITE]	Group Work	CE07 CE10 CG01	0.56	14	Y	Y	
Study and Exam Preparation [OFF-SITE]	Self-study	CB01 CB03	1.52	38	N	-	
		Total:	**6**	**150**			
	Total credits of in-class work: 2.4			**Total class time hours: 60**			
	Total credits of out of class work: 3.6			**Total hours of out of class work: 90**			

As: Assessable training activity

Com: Training activity of compulsory overcoming (It will be essential to overcome both continuous and non-continuous assessment).

8. Evaluation criteria and Grading System

Evaluation System	Continuous assessment	Non-continuous evaluation*	Description
Oral presentations assessment	20.00%	20.00%	
Final test	40.00%	40.00%	
Assessment of problem solving and/or case studies	20.00%	20.00%	
Portfolio assessment	20.00%	20.00%	
Total:	**100.00%**	**100.00%**	

According to art. 4 of the UCLM Student Evaluation Regulations, it must be provided to students who cannot regularly attend face-to-face training activities the passing of the subject, having the right (art. 12.2) to be globally graded, in 2 annual calls per subject , an ordinary and an extraordinary one (evaluating 100% of the competences).

9. Assignments, course calendar and important dates

Not related to the syllabus/contents	
Hours	**hours**
Final test [PRESENCIAL][Assessment tests]	2
Writing of reports or projects [AUTÓNOMA][Case Studies]	38
Writing of reports or projects [AUTÓNOMA][Group Work]	14
Unit 1 (de 3):	
Activities	**Hours**
Class Attendance (theory) [PRESENCIAL][Lectures]	4
Problem solving and/or case studies [PRESENCIAL][Combination of methods]	2
Group tutoring sessions [PRESENCIAL][Group tutoring sessions]	1.5
Study and Exam Preparation [AUTÓNOMA][Self-study]	7
Unit 2 (de 3):	
Activities	**Hours**
Class Attendance (theory) [PRESENCIAL][Lectures]	8
Problem solving and/or case studies [PRESENCIAL][Combination of methods]	5
Group tutoring sessions [PRESENCIAL][Group tutoring sessions]	2.5
Class Attendance (practical) [PRESENCIAL][Combination of methods]	5
Study and Exam Preparation [AUTÓNOMA][Self-study]	13
Unit 3 (de 3):	
Activities	**Hours**
Class Attendance (theory) [PRESENCIAL][Lectures]	10
Problem solving and/or case studies [PRESENCIAL][Combination of methods]	8
Project or Topic Presentations [PRESENCIAL][Group Work]	3
Group tutoring sessions [PRESENCIAL][Group tutoring sessions]	3
Class Attendance (practical) [PRESENCIAL][Combination of methods]	6
Study and Exam Preparation [AUTÓNOMA][Self-study]	18
Global activity	
Activities	**hours**
Problem solving and/or case studies [PRESENCIAL][Combination of methods]	15
Project or Topic Presentations [PRESENCIAL][Group Work]	3
Final test [PRESENCIAL][Assessment tests]	2
Group tutoring sessions [PRESENCIAL][Group tutoring sessions]	7

Class Attendance (practical) [PRESENCIAL][Combination of methods]	11
Class Attendance (theory) [PRESENCIAL][Lectures]	22
Writing of reports or projects [AUTÓNOMA][Case Studies]	38
Writing of reports or projects [AUTÓNOMA][Group Work]	14
Study and Exam Preparation [AUTÓNOMA][Self-study]	38
Total horas:	150

10. Bibliography and Sources

Author(s)	Title/Link	Publishing house	City	ISBN	Year	Description
Escoda, E. (coord.)	Habilidades sociales y de comunicación del Trabajo Social	Tirant Humanidades	València	978-84-15442-91-2	2013	
Carnacea, Ángeles y Lozano, Ana	Arte, intervención social y acción social. La creatividad transformadora	Grupo 5	Madrid	978-84-937730-2-1	2011	
Fernández Cano, Ana Mª y Jiménez, Antonio M.	El informe social: cuestiones a debate	Colegio Oficial Diplomadas y Diplomados en Trabajo Social	Málaga	84-611-3206-8	2006	
Giordani, B.	La relación de ayuda :de Rogers a Carkhuff	Desclée de Brouwer		84-330-1210-X	2003	
Guinot, Cinta (coord.)	Métodos, técnicas y documentos utilizados en Trabajo Social	Universidad de Deusto	Bilbao	978-84-9830-129-8	2008	
Okun, Barbara F.	Ayudar de forma efectiva(Counseling): técnicas de terapia y entrevista	Paidós	Barcelona	978-84-493-1105-5	2009	
Richmond, Mary Ellen	Diagnóstico social	Siglo XXI Consejo general de diplomados en tr	Madrid	978-84-323-1225-0	2008	
Rogers, Carl	El proceso de convertirse en persona : mi técnica terapéutica	Paidós	Barcelona	84-493-0993-X	2004	
Rossell, Teresa	La entrevista en el trabajo social	EUGE	Barcelona	84-89095-17-5	1998	
Trevithick, Pamela	Habilidades de comunicación e intervención social : manual práctico	Narcea	Madrid	84-277-1403-3	2002	
Francés, Francisco (1972-)	Metodologías participativas para la investigación y la intervención social	Publicacions de la Universitat d'Alacant,		978-84-9717-429-9	2016	