

Course Unit	Communication and Relational Behavior in Health	Field of study	Health
Master in	Applied Health Sciences - Community Intervention	School	School of Health
Academic Year	2023/2024	Year of study	1
Type	Semestral	Semester	2
Workload (hours)	121,5	Contact hours	T - TP - PL - TC - S - E - OT - O 42
		Level	2-1
		ECTS credits	4.5
		Code	5055-668-1201-00-23

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Ana Maria Nunes Português Galvão

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Identify the importance of communication and relational behavior in health as one of the pillars of quality health care
2. Develop health communication skills
3. Develop relational health behavior skills
4. Demonstrate clinical communication and interpersonal relationship skills with users
5. Develop critical thinking skills in matters of communication and relational behavior in health
6. Train essential strategies for personal and professional development that lead to the optimization of communication and interpersonal relationship skills within a team and with users
7. Be agents that promote humanized healthcare and good practices in these matters.

Prerequisites

Not applicable

Course contents

Health communication; Clinical health communication skills; Relational behavior in health; Relational health behavior skills; Conflict management. Leadership styles; Personality traits; Happy and healthy work contexts; Strategies to develop communication skills and relational behavior in health; Motivational interviewing and psychological coaching; Good habits

Course contents (extended version)

1. Health communication: communication requirements and styles
2. Clinical health communication skills: self-knowledge; assertiveness; empathy
3. Relational behavior in health: dimensions and characteristics
4. Relational behavior skills in health: intra and interpersonal relationships.
5. Conflict management. Leadership styles.
6. Personality traits and their relationship with communication and relational behavior in health
7. Happy and healthy work contexts that promote communication and interpersonal relationships
8. Strategies to develop communication skills and relational behavior in health
9. Tools for developing communicative and interpersonal skills:
 - Motivational interviewing
 - Psychological coaching
10. Good practices
 - Humanized healthcare
 - Relationship with health communication and interpersonal relationships

Recommended reading

1. Galvão, A. (2019). Unidade Curricular de Comunicação e Relação de Ajuda – Plano de Estudos do Mestrado em Enfermagem de Saúde Familiar: 2.º Ciclo (Provas de Agregação). Universidade Fernando Pessoa.
2. Sequeira, C. (2016). Comunicação Clínica e Relação de Ajuda. Lisboa: Lidel.
3. Phaneuf, M. (2005). Comunicação, Entrevista, Relação de Ajuda e Validação. Lisboa: Lusodidacta.
4. Neves, J., Garrido, M., & Simões, E. (2006). Manual de Competências Pessoais, Interpessoais e Instrumentais - Teórica e Prática (3ª ed.). Lisboa: Edições Sílabo.
5. Cardoso, R. M. (2018). Competências clínicas de comunicação. Porto: Edições Afrontamento.

Teaching and learning methods

Live Streaming Zoom Platform Flipped Classroom Case Studies

Assessment methods

1. Continuous Evaluation - (Regular, Student Worker) (Final)
 - Practical Work - 40%
 - Final Written Exam - 60%
2. Recourse and Special - (Regular, Student Worker) (Supplementary, Special)
 - Final Written Exam - 100%

Language of instruction

Portuguese

Electronic validation

Ana Maria Nunes Português Galvão	Ana Maria Geraldês Rodrigues Pereira	Carina de Fatima Rodrigues	Adília Maria Pires da Silva Fernandes
07-04-2024	16-04-2024	11-05-2024	12-05-2024