

|                           |                                    |               |                |  |     |
|---------------------------|------------------------------------|---------------|----------------|--|-----|
| Course Unit               | Communication and aid Relationship |               | Field of study | Psychology   |     |
| Master in                 | Nursing in Family Health           |               | School         | School of Health   |     |
| Academic Year             | 2019/2020                          | Year of study | 1              | Level  | 2-1 |
| Type                      | Semestral                          | Semester      | 1              | ECTS credits   | 4.0 |
| Workload (hours)          |                                    | 108           | Contact hours  | T -    TP 30    PL -    TC -    S -    E -    OT 15    O - |     |
| Code: 5039-527-1101-00-19 |                                    |               |                |  |     |

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 principles of communication and their respective applications in the contexts of family health
2. Learn to develop the attitudes and behaviors necessary for the establishment of the aid relationship in various professional contexts of health
3. Recognize stages of construction and structuring of a therapeutic relationship
4. Understand the process of interpersonal communication relating the digital and analog components
5. Mediate intervention processes by building synergies necessary for the development
6. Follow and implement intervention projects taking into account the role of communication in health

### Prerequisites

Before the course unit the learner is expected to be able to:

### Course contents

General principles of communication; The communication and relationship help in nursing care; The humanitude; The languages of communication The functional communication - Tool The communication of bad news scientific evidence Helping relationship and professional contexts Conditions of application of the helping relationship Helping relationship with the family

### Course contents (extended version)

1. General Principles of Communication (the ontology language; basic linguistic acts)
2. Communication and helping relationship in nursing
3. Humanitude
4. The languages of communication
  - modes of expression
  - different aspects of verbal and nonverbal communication
  - communicative competence
  - the process of perception and its modulators
  - the power of talks
5. Functional Communication - Professional tool
  - qualities of conversation in nursing context
  - characteristics and components of functional communication
  - attitudes of receptivity and sharing
  - synchronization of language
6. The communication of bad news
7. Scientific Evidence
8. Helping relationship and professional contexts
  - origin and specificity of the relationship help, relationship help goals
  - strategies in the helping relationship, the difficulties in the relationship help
9. Conditions of application of the helping relationship
  - essential prerequisites to the helping relationship, skills needed to help relationship
  - helping relationship applied to individuals care
10. Helping relationship with the family

### Recommended reading

1. Phaneuf, M. (1998) Comunicação, entrevista, relação de ajuda e validação. Loures: Lusociência- edições técnicas e científicas.
2. Fachada, M. (2010). Psicologia das relações interpessoais. Lisboa: edições Sílabo
3. Hennezel, M. (2002). Diálogo com a morte. 5ªed. Lisboa: Notícias editorial.
4. Riley, J. (2004). Comunicação em enfermagem. 4ª ed. Loures: Lusociência
5. Echevarria, R. (2008). Ontologia del Language. Barcelona: Editorial Granica.

### Teaching and learning methods

lectures, visualization and analysis of audio-visual, analysis of scientific texts, research oriented, preparing posters, building papers, group dynamics

### Assessment methods

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

### Language of instruction

Portuguese

## Electronic validation

|                                  |                               |                        |                                       |
|----------------------------------|-------------------------------|------------------------|---------------------------------------|
| Ana Maria Nunes Português Galvão | Maria Augusta Pereira da Mata | Hélder Jaime Fernandes | Adília Maria Pires da Silva Fernandes |
| 24-11-2019                       | 25-11-2019                    | 26-11-2019             | 26-11-2019                            |