

Effective Communication and People Skills

Content

This module aims to equip the student with the knowledge, skills and competences necessary to interact effectively with individuals or groups, and within teams.

When working in any group to achieve an overall aim, people are constantly interacting in a variety of ways, with a variety of people. The module begins by examining people's styles in general, as a lead into you exploring and reviewing your own style. Other areas covered include negotiation, motivation, conflict resolution and team work. As interactions require communication, this subject is then examined in some detail.

Learning Outcomes

On successful completion of this module the student will be able to:

- Outline two approaches to interpersonal style as they relate to yourself and the people you work with
- Explain what is meant by effective communication
- Identify the barriers to effective communication
- Apply strategies for improving the effectiveness of your communication skills
- Analyse the issues that may arise in working as part of a team
- Assess the effectiveness (or not) of your staff team
- Discuss the different roles needed to create a balanced effective team
- Prepare for and chair a meeting
- Make effective presentations
- Discuss different approaches to negotiation and how they apply to their everyday work
- Negotiate effectively
- Identify the common causes of conflict
- Deal with conflict in a positive way when working with people

Assessment: This module is assessed through continuous assessment.

Accreditation: This CPD Module is accredited by the Higher Education and Training Awards Council (HETAC). Click www.hetac.ie
 It is a Minor Award placed at Level 6 on the Irish National Framework of Qualifications. Click www.nfq.ie

Credits: 10 Credits

Delivery and Supports

The student will learn through open learning materials, online library, practical assignments and workshops/seminars/online discussions.

The student is supported by a tutorial system (telephone/email), group tutorials online, feedback on your progress (both summative and formative), various online supports (including a study skills module, assignment writing course, news forum, my virtual classroom) and a College helpdesk.

Prior to commencing a course, each student completes a one-week, tutor-led online course that will help to boost student confidence and fine tune online skills when using the OTC virtual learning environment, MyOTC.

CPD Application Forms available online or by contacting the OTC. Tel: (01)2988544

Entry Requirements

All applicants must:

- Be age 23 years at time of application OR have successfully completed the Leaving Certificate/FETAC Level 5 Certificate.
- and,*
- Be employed in a service for people with disabilities for at least 10 hours per week and have held such employment for at least one year prior to application. (In specific circumstances applications will be considered from those working in a similar voluntary capacity)

Cost: €695 (€645 for any subsequent Social Studies CPD modules studied).

CPD students can avail of reimbursements should they choose to further their studies through the full degree course in Applied Social Studies (Disability).