

BHSC104 Managing Relationships in Health and Social Care

ECTS Value: 5 ECTS
Self-Study Hours: 60

Contact Hours: 25
Assessment Hours: 40

Module Description

Professionals working in health and social care require knowledge related to different relationships encountered in the day to day delivery of services. This requires effective communication in order to work with a diverse range of people they need to support and to work collaboratively with including professionals. It is for this reason that this module is intended to facilitate an understanding of different forms of relationships, advanced communication and awareness of bias towards the practitioners' actions. It will introduce factors that affect relationships in health and social care settings and how to overcome barriers effectively independently and within a team of professionals.

Overall Objectives and Outcomes

By the end of this module, the learner will be able to:

Competences

- Engage with researched literature on different management approaches in health and social care;
- Develop a comprehensive understanding of theories explaining group interactions in health and social care;
- Assess the strength and weaknesses of interactions and plan accordingly;
- Manage your team and deal with any problems which arise within the team;
- Create a peaceful environment for all to work in.

Knowledge

- Theoretical knowledge about relationship and advance communication cycles in health and social care
- Broaden knowledge about one to one, group, formal, informal relationships and communication in health and social care settings.
- Explain the nature of different professional relationships in health and social care
- Identify any possible mishaps which may arise between carers and patient or within the carers' team.

Skills

- Develop perspectives on how to challenge others to challenge themselves.
- Differentiate between problems and Opportunities
- Discuss ways to resolve issues encountered in professional relationships in health and social care
- Demonstrate how one can tackle certain problems which may arise within the team of professionals

Mode of Delivery

This module adopts a blended approach to teaching and learning. Information related to the structure and delivery of the module may be accessed through the IfE Portal. For further details, kindly refer to the Teaching, Learning and Assessment Policy and Procedures found on the Institute for Education's website.

Assessment Methods

This module will be assessed through: Assignment

Suggested Readings

1. Egan, G. (1994). *The Skilled Helper*. California. Brooks/Cole Publishing Company.
2. Ross, B.(2015). *Communication skills in Health and social Care*. New York. Sage Publishers.
3. Robb, M.(2004). *Communication, Relationships and Care: A Reader*. London. Routledge.