

INDONESIAN INTERNATIONAL STUDENT MOBILITY AWARDS 2022

Course syllabus

Title:	REFLECTIVE COMMUNICATION SKILLS
Credit points (ECTS):	8
Term:	Fall
Module leader:	Marta B. Erdos
Aims:	The goal of the course is to improve students' reflective skills, cultural competency, and empathy. These are key competencies in any helping professions.
Learning outcomes:	<p>Knowledge:</p> <ul style="list-style-type: none"> • The role of empathy in the helping professions • Using intercultural comparisons to build knowledge in social work/helping professions. • The use of dialogue theories in the helping professions. <p>Skills:</p> <ul style="list-style-type: none"> • Improvements in cultural competency • Empathy and mentalization skills as core skills in interpersonal communication • Presentation skills • Critical-reflective thinking
Syllabus:	<p>The schedule is tentative, and subject to change.</p> <ol style="list-style-type: none"> 1. Introduction: optimising the learning experience. Main concepts. 2. Communication and human development. The reflective self and the reflective community 3. Reflections on the socio-cultural context. 4. Main concepts of intercultural communication. Cultural competence 5. Use of photography (group exercises and discussions on humanitarian catastrophes) 6. Dialogue in the helping professions. Empathy and mentalization in dialogue 7. The Bohm-dialogue (group exercise) 8. Reflective portrait (group exercises and discussions on addiction) 9. Reflective portrait (group exercises and discussions on women's rights) 10. Reflective portrait (group exercises and discussions on homelessness) 11. Video techniques to enhance reflective skills. How to make a reflective video journal? 12. Sharing reflective video journals. (Interpersonal process recall) 13. Sharing reflective video journals. (Interpersonal process recall) 14. Sharing reflective video journals. (Interpersonal process recall)

Learning and teaching strategy:

- Transformative-dialogic approaches to reflect on cultural practices and interpersonal communication patterns
- Group exercises and shared reflections
- Case simulations (reflective portrait)
- Video techniques

Core learning materials:

- Bohm dialogue. <http://www.david-bohm.net/dialogue/>
- Penman R (2012) On taking communication seriously. *Australian Journal of Communication* 39(3): 41-63.
- Penman R (1992) Good Theory and Good Practice: An Argument in Progress. *Communication Theory* 2(3): 234–250.
- Philipsen, G (1992) *Speaking culturally*. New York: Suny Press