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**COMMUNICATIVE TECHNIQUES**

***(DEGREE IN  
Pedagogy)***

**Catholic University Valencia**

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**Course 2020/2021**



## TEACHING GUIDE OF THE SUBJECT AND/OR COURSE

|   |  |                     |      |
|---|--|---------------------|------|
|   |  |                     | ECTS |
| Subject<br><b>COMMUNICATION TECHNIQUES. COMMUNICATION SKILLS OF THE TRAINER</b> |  | <b>6</b>            |      |
| Matter:<br><b>MENTION TRAINER OF TRAINERS</b>                                   |  | <b>30</b>           |      |
| Module:<br><b>MENTION TRAINER OF TRAINERS</b>                                   |  | <b>30</b>           |      |
| Type of training (1):<br><b>OPTIONAL</b>  | Course: <b>4º</b>  | Semester: <b>1º</b> |      |
| Teachers:<br><br><b>Dª MONTSERRAT ROCA HURTUNA</b>                              | Department:<br><br><b>GENERAL DIDACTICS,<br/>EDUCATIONAL THEORY AND<br/>EDUCATIONAL INNOVATION</b> |                     |      |
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### MODULE LAYOUT

| <b>PSYCHOLOGY</b>  |           |  | <b>22,5 ECTS</b> |                     |
|--|-----------|--|------------------|---------------------|
| <b>Duration and temporary location within the curriculum</b> |           |  |                  |                     |
| <b>Subjects and courses</b>                                  |           |  |                  |                     |
| subject  | ECTS      | SUBJECT  | ECTS             | Course/<br>Semester |
| <b>TRAINER OF TRAINERS</b>                                   | <b>30</b> | In service teacher training  | <b>6</b>         | 3º / 2º             |
|  |           | Communication techniques.<br>Communicative competences of the teachers | <b>6</b>         | 3º / 2º             |
|  |           | Training and employment.   | <b>6</b>         | 4º / 1º             |
|  |           | Training for hman resources in the company                             | <b>6</b>         | 4º / 2º             |



|  |  |   |          |       |
|--|--|---|----------|-------|
|  |  | Formación para recursos humanos en la empresa | <b>6</b> | 4º/2º |
|--|--|---|----------|-------|

<sup>1</sup> Basic training (common subject), compulsory, optional, external practices, end of degree work.



## TEACHING GUIDE FOR THE SUBJECT COMMUNICATION TECHNIQUES

**PREREQUISITES: NO PRIOR REQUIREMENTS**

**GENERAL GOALS:**

- To deepen the concept of communication
- To know and value the processes involved in educational communication
- Analyze problems and barriers that may arise in educational communication
- To study and evaluate some communication techniques for the intervention in the educational field.

| <b>TRASVERSAL SKILLS</b>   | Weighting of competition    |   |   |   |
|--|-----------------------------|---|---|---|
|  | 1                           | 2 | 3 | 4 |
| 6.- Managing information, particularly in the educational field  |                             |   |   | x |
| 11.- Apply interpersonal skills  |                             |   |   | x |
| <b>SPECIAL SKILLS</b>  | Weighing up the competition |   |   |   |
|  | 1                           | 2 | 3 | 4 |
| 12.- To design, develop and evaluate orientation programs adapted to the differential characteristics of subjects and situations, in the different educational environments. |                             |   |   | x |
| <b>LEARNING ACHIEVEMENTS</b>   | <b>COMPETENCES</b>          |   |   |   |
| 1.- The student is able to manage the pedagogical information  | T6, T2, E12                 |   |   |   |
| 2.- The student has the ability to be self-critical  | T6, T11, E12                |   |   |   |
| 6.- The student carries out orientation, both in the educational, school and professional fields, in school contexts   | T6, T11, E12                |   |   |   |



|   |              |
|---|--------------|
| 8.- The student is able to create a communication situation in the educational environment, in order to demonstrate the use he makes of his communication skills. | T6. T11, E12 |
|---|--------------|

| <b>FACE-TO-FACE WORK TRAINING ACTIVITIES</b> |  |  |             |
|--|--|--|-------------|
| <b>ACTIVITY</b>                              | Teaching-Learning Methodology  | <b>Relationship to module competencies</b> | <b>ECTS</b> |
| MASTER LECTURE                               | Exposition of contents by the teacher, analysis of competencies, explanation and demonstration of capacities, skills and knowledge in the classroom.   | T6. T11, E12                               | 1.08        |
| PRACTICAL CLASSES                            | Group work sessions in groups supervised by the teacher. Case study, diagnostic analysis, problems, field study, computer room, visits, data search, libraries, network, Internet, etc. Significant construction of knowledge through student interaction and activity | T6. T11, E12                               | 0.44        |
| EXHIBITION OF GROUP WORKS                    | Application of interdisciplinary knowledge   | T11  | 0.36        |
| TUTORIAL                                     | Personalized attention and in small groups. Period of instruction and/or orientation carried out by a tutor with the objective of reviewing and discussing the materials and topics presented in the classes, seminars, readings, completion of assignments, etc.      | T6. T11, E12                               | 0.32        |
| EVALUATION                                   | Set of oral and/or written tests used in the initial, formative or additive evaluation of the student.   | T6. T11, E12                               | 0.20        |
| Total  |  |  | 2.4         |



| <b>TRAINING ACTIVITIES FOR AUTONOMOUS WORK OF THE STUDENT<br/>(SEMI-PRESENTIAL)</b> |   |   |             |
|---|---|---|-------------|
| <b>ACTIVITY</b>   | Teaching-Learning Methodology   | <b>Relación con Competencias del Módulo</b> | <b>ECTS</b> |
| SYNCHRONOUS VIRTUAL SESSION (Videoconferences)                                      | Exposition of the contents by the teacher, analysis of the competences, explanation and demonstration of capacities, skills and knowledge in the virtual classroom.   | T6. T11, E12                                | 0.40        |
| SEMINAR AND SYNCHRONOUS VIRTUAL VIDEOCONFERENCE                                     | Monographic sessions throughout the course, aimed at working through the virtual classroom in a small group on relevant aspects of the subject, as well as resolving group doubts   | T6. T11, E12                                | 0.10        |
| VIRTUAL SESSION THEORIES ASSOCIATIONS   | Through a previous planning the teacher gives a detailed guide with the order of study of the materials that are activated in the virtual classroom: documents, video-lessons created by the teacher at UCV, external links and/or additional bibliography. | T6. T11, E12                                | 0.40        |
| VIRTUAL TUTORIALS   | Individual attention for the follow-up and orientation of the learning process, carried out by the tutor with the aim of reviewing and discussing the materials and topics, seminars, readings, work, etc.  | T6. T11, E12                                | 0.10        |
| GROUP WORK  | Group preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or delivered in theory classes, practical classes and/or small group tutorials. Work done on the platform or other virtual spaces.                  | T6. T11, E12                                | 0.80        |
| DISCUSSION FORUMS   | Active participation in discussion forums related to the subject, moderated by the subject's teacher.   | T6. T11, E12                                | 0.50        |



|                                  |  |                                   |      |
|----------------------------------|--|-----------------------------------|------|
| CONTINUOUS EVALUATION ACTIVITIES | Self-evaluations, delivery of individual tasks on: problem solving, comments, reviews,..., to be delivered in different time periods throughout the course.  | T6, T11, E12                      | 0.60 |
| AUTONOMOUS WORK                  | Student's study: Individual preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or handed in during theory classes, practical classes and/or small group tutorials. Work done on the platform or other virtual spaces. | T-5, T-7, T-15<br>E-5, E-16, E-22 | 1.20 |
| Total                            |  |                                   | 3.6  |

| SYSTEM OF EVALUATION OF THE ACQUISITION OF COMPETENCIES AND SYSTEM OF QUALIFICATIONS   |                    |
|--|--------------------|
| Evaluation instrument  | Percentage awarded |
| Written tests<br>Presentation of the results of the proposed activities and readings   | 40 %               |
| Case study solution/presentation   | 30 %               |
| Follow-up of the student's work in the non-presential sessions.                        | 15 %               |
| Active participation in the theoretical and practical sessions, seminars and tutorials | 15 %               |

### CRITERIA FOR THE AWARD OF HONORARY REGISTRATION:

*Specify the specific criteria indicated for the subject and faculty to which the degree is attached and in accordance with the general regulations that indicate that only one honorary registration can be given for every 20 students, not for a fraction of 20, with the exception of the case of groups of less than 20 students in total, in which one registration can be given.*

| BRIEF DESCRIPTION OF THE CONTENTS OF EACH SUBJECT  |
|--|
| Concept of communication. Types of communication, barriers and noise. Educational communication and effective communication. Types of communication: verbal and non-verbal. Communication techniques for the training of trainers. |



| DESCRIPTION OF CONTENTS                               | COMPETENCES   |
|---|---|
| Organization in content blocks or thematic groupings. | (Indicar, numéricamente, las competencias relacionadas) |
| Communication and the teaching-learning process       | T6, T11, E12  |
| Elements involved in the communication process        | T6, T11, E12  |
| Interferences and barriers to communication           | T6, T11, E12  |
| Types of communication. Verbal and Non-Verbal         | T6, T11, E12  |
| Effective communication technique. Active listening   | T6, T11, E12  |

| TEMPORAL ORGANIZATION OF LEARNING<br>(First time students): |   |                |
|---|---|----------------|
|   | CONTENT BLOCK/TEACHING UNIT                         | Nº DE SESIONES |
| 1   | Communication and the teaching-learning process     | 2              |
| 2   | Elements involved in the communication process      | 3              |
| 3   | Interferences and barriers to communication         | 2              |
| 4   | Types of communication. Verbal and Non-Verbal       | 3              |
| 5   | Effective communication technique. Active listening | 5              |





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- Covey, S. (1998). Los Siete Hábitos de la Gente Altamente Efectiva. Buenos Aires: Paidós.
- Ribeiro, L. (1994). La comunicación eficaz. Buenos Aires: Urano,
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- Fabra, M. L. y Doménech, M. (2005). Hablar y escuchar. Relatos de profesor@s y estudiant@s. Barcelona: Paidós.
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- Hernando, A., Aguaded, I. y Pérez, A. (2011). Técnicas de comunicación creativas en el aula: escucha activa, el arte de la pregunta, la gestión de los silencios. Educación y Futuro, 24, 153-177
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## Addendum to the Course Guide of the Subject

### (Pedagogy)

Due to the exceptional situation caused by the health crisis of the COVID-19 and taking into account the security measures related to the development of the educational activity in the Higher Education Institution teaching area, the following changes have been made in the guide of the subject to ensure that Students achieve their learning outcomes of the Subject:

**Situation 1: Teaching without limited capacity** (when the number of enrolled students is lower than the allowed capacity in classroom, according to the security measures taken).

In this case, no changes are made in the guide of the subject.

**Situation 2: Teaching with limited capacity** (when the number of enrolled students is higher than the allowed capacity in classroom, according to the security measures taken).

In this case, the following changes are made:

#### **1. Educational Activities of Onsite Work:**

**All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject will be made through a simultaneous teaching method combining onsite teaching in the classroom and synchronous online teaching.**

Students will be able to attend classes onsite or to attend them online through the telematic tools provided by the university (videoconferences). In any case, students who attend classes onsite and who attend them by videoconference will rotate periodically.

In the particular case of this subject, these videoconferences will be made through:



Microsoft Teams



Blackboard Collaborate Ultra



### **Situation 3: Confinement due to a new State of Alarm.**

In this case, the following changes are made:

#### **1. Educational Activities of Onsite Work:**

**All the foreseen onsite activities described in this section of the Course Guide**, as well as the group and personalized tutoring, will be done with the telematic tools provided by the University, through:





*Explanation about the practical sessions:*

#### **2. System for Assessing the Acquisition of the competences and Assessment System**

### **ONSITE WORK**

#### **Regarding the Assessment Tools:**

 The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

 The following changes will be made to adapt the subject's assessment to the online



| Course guide    |                      | Adaptation                           |                     |
|-----------------|----------------------|--------------------------------------|---------------------|
| Assessment tool | Allocated Percentage | Description of the suggested changes | Platform to be used |
|                 |                      |                                      |                     |
|                 |                      |                                      |                     |
|                 |                      |                                      |                     |

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

**Comments to the Assessment System:**

**ONLINE WORK**

**Regarding the Assessment Tools:**

The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

The following changes will be made to adapt the subject's assessment to the online teaching.

| Course guide    |                      | Adaptation                           |                     |
|-----------------|----------------------|--------------------------------------|---------------------|
| Assessment tool | Allocated Percentage | Description of the suggested changes | Platform to be used |
|                 |                      |                                      |                     |
|                 |                      |                                      |                     |
|                 |                      |                                      |                     |



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The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.