

Implementation plan Being edited

Study unit	Dialogue, Encounters and Professional Interaction (V1473), 5.0
Implementation	SWV1611: 1/2016-2017 (29.08.2016 - 23.12.2016)
Type	WORKING WITH CUSTOMERS IN SOCIAL SERVICES (V088)
Groups	Primary: SWV216SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	16.05.2016 08:00 - 31.05.2016
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: No Suitable for virtual UAS: Yes
Teachers	Wikström Tiina (Teacher in charge)
Campus	Laurea Tikkurila
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation, Project/venture/R&D, Web/virtual Language: English Virtuality: 1 cr Integration of R&D: 2 cr
Implementation class	
Focus areas	Security, safety and social responsibility
Evaluation at the latest	23.01.2017 Storing of graded material ends.: 23.12.2017
Exam days	
Having completed the study unit the student is able to	The student is • aware of and develop his/her interaction skills • able to encounter and interact with individuals • able to work in teams and direct groups • able to understand the significance of the customer's participation and resources
Previous studies	
Previous studies, more information	No previous studies required
Learning objectives	The learning goals of the course include being aware of and developing one's interaction skills through encounters and learning to work in groups and understanding empowering client situations
Contents	Course elements: 1. Professional Interaction, Me and Others 2. Understanding and Working with Groups 3. Group Work on Multicultural Encounters (Multicultural Week, week 45)
Study material	Course material provided by the teacher* Obligatory books updated in autumn 2016
Tutoring and communication	Forms of guidance, communication and tutoring:* Contact lessons* Optima workspace* Other forms of Social Media* Group tutoring for MW
Evaluation criteria and methods	Evaluation according to Laurea's evaluation criteria. 1. Professional Interaction, Me and Others (Grading 1-5) 2. Understanding and Working with Groups (Group Work, Pass/Fail) 3. Group Work on Multicultural Encounters (Multicultural week, week 45 (Pass/Fail)) Please, notice that a minimum of 85% attendance is required for passing the course.
Project (name)	Multicultural Week, week 45
Work strain	* Multicultural Week (40 h)* Contact lectures plus group works (60 h): Individual studying, Optima, Social Media, group tutoring online etc.(35h) (see ASIO)