

Implementation plan Finished

Study unit	Constructive communication with Multicultural Clients (V1643), 5.0
Implementation	CCV1721: 2/2017-2018 (29.01.2018 - 15.04.2018)
Type	EMPOWERING MULTICULTURAL CLIENTS (V134)
Groups	Primary: CCV17SY Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: 20 Maximum: 40
Enrolment period	27.11.2017 08:00 - 08.12.2017
Main timing for implementation	On working days during daytime
Applicability	For exchange students: Yes For elective studies: No Open UAS student: No Suitable for virtual UAS: Yes
Teachers	Bethell Lloyd (Teacher in charge)
Campus	Laurea Tikkurila
Main location for implementation	At the campus
Implementation method	Optima realization/student group Language: English Virtuality: 2 cr Integration of R&D: 0 cr
Implementation class	
Focus areas	
Evaluation at the latest	15.05.2018 Storing of graded material ends.: 15.06.2019
Exam days	
Having completed the study unit the student is able to	The student is able to • use empathetic interaction to empower multicultural clients • engage empathetically with self and others • approach clients on a needs and values basis • engage in challenging communication situations
Previous studies	
Learning objectives	The student is able to • use empathetic interaction to empower multicultural clients • engage empathetically with self and others • approach clients on a needs and values basis • engage in challenging communication situations
Contents	Constructive communication or nonviolent communication (NVC) is a process that focuses on self-empathy, empathy and authentic self-expression. NVC theory supposes all behaviour stems from attempts to meet universal human needs. By identifying the needs and the feelings that surround these needs, mutual understanding and effective strategies for various life events can be achieved. The aim of this module is to develop the understanding of self-empathy and empathy to provide the tools for empowering clients. The module progresses from the basics of NVC to deeper practices through self-reflection, role-play, dialogue and various constructive communication exercises.
Study material	Marshall Rosenberg: Nonviolent communication: a language of life https://laurea.finna.fi/Record/laurus.88460 (in Finnish) Rakentava ja myötäelävä vuorovaikutus: Nonviolent communication (NVC): https://laurea.finna.fi/Record/laurus.87135
Evaluation criteria and methods	Evaluation will be based on a self-reflection learning diary which will be graded as pass/fail
Other arrangements	Schedule of contact lectures will be available in Optima.