

## SYLLABUS – A COURSE DESCRIPTION

### I. General information

1. Course name: **Inclusive communication / Komunikacja włączająca**
2. Course code:
3. Course type (compulsory or optional): **compulsory**
4. Study programme name: **Language and communication in healthcare**
5. Cycle of studies (1st or 2nd cycle of studies or full master's programme): **MA**
6. Educational profile (general academic profile or practical profile): **general academic**
7. Year of studies (if relevant): **2MA**
8. Type of classes and number of contact hours (e.g. lectures: 15 hours; practical classes: 30 hours):  
**15h practical classes**
9. Number of ECTS credits: **2**
10. Name, surname, academic degree/title of the course lecturer/other teaching staff: **dr Anna Jelec**
11. Language of classes: English / Polish
12. Online learning – yes (partly – online / fully – online) / no: yes, **partly**

### II. Detailed information

1. Course aim (aims): develop awareness of how language choices affect communication, particularly with disadvantaged groups and in healthcare contexts, and lay the groundwork to establish good communicative habits.

2. Pre-requisites in terms of knowledge, skills and social competences (if relevant):  
English at B2 level, basic knowledge of linguistics.

3. Course learning outcomes (EU) in terms of knowledge, skills and social competences and their reference to study programme learning outcomes (EK):

Course learning outcome symbol (EU)	On successful completion of this course, a student will be able to:	Reference to study programme learning outcomes (EK)
EU_01	Identify linguistic phenomena that affect communication in healthcare	K_W01-02, K_W04, K_U08, K_K01
EU_02	Recognise the relevant linguistic phenomena in their own communication and that of others	K_W05, K_W09, K_W11, K_U08, K_K01
EU_03	Discuss communication and reflect on its linguistic features and their effect on the success of communication in healthcare	K_U06, K_U08, K_K01
EU_04	Give and receive feedback on the inclusivity of a particular utterance	K_U08-13, K_W05-11, K_K01
EU_05	Review and improve problematic communication	K_U08, K_W01-04, K_K01
EU_06	Work alone and in group to develop solutions, standards and good practices in inclusive communication	K_U08, K_W01-04, K_K10

4. Learning content with reference to course learning outcomes (EU)

Course learning content:	Course learning outcome symbol (EU)
What makes communication inclusive and to whom	EU_01-06
Introduction to cognitive frame theory	EU_01-06
Frame analysis in healthcare	EU_01-06
Wheaton's law: inclusive communication in practice	EU_01-06
Conceptual metaphor and blending theories	EU_01-06
Pragmatics of inclusive communication: language and gesture	EU_01-06

Five standards for inclusive communication	EU_01-06

5. Reading list:

- ...
- ...
- ...

### III. Additional information

1. Teaching and learning methods and activities to enable students to achieve the intended course learning outcomes (please indicate the appropriate methods and activities with a tick and/or suggest different methods)

Teaching and learning methods and activities	X
Lecture with a multimedia presentation	x
Interactive lecture	x
Problem – based lecture	x
Discussions	x
Text-based work	
Case study work	x
Problem-based learning	
Educational simulation/game	
Task – solving learning (eg. calculation, artistic, practical tasks)	
Experiential work	
Laboratory work	
Scientific inquiry method	
Workshop method	x
Project work	x
Demonstration and observation	
Sound and/or video demonstration	
Creative methods (eg. brainstorming, SWOT analysis, decision tree method, snowball technique, concept maps)	
Group work	
Other (please specify) -	x
...	

2. Assessment methods to test if learning outcomes have been achieved (please indicate with a tick the appropriate methods for each LO and/or suggest different methods)

Assessment methods	Course learning outcome symbol					
	EU_01	EU_02	EU_03	EU_04	EU_05	EU_06
Written exam						
Oral exam						
Open book exam						
Written test						
Oral test						
Multiple choice test						
Project	x	x	x	x	x	x
Essay						
Report						
Individual presentation						
Practical exam (performance observation)						

Portfolio						
Other (please specify) -						
...						

### 3. Student workload and ECTS credits

Activity types		Mean number of hours spent on each activity type
Contact hours with the teacher as specified in the study programme		15
Independent study*	Preparation for classes	15
	Reading for classes	
	Essay / report / presentation / demonstration preparation, etc.	15
	Project preparation	15
	Term paper preparation	
	Exam preparation	
	Other (please specify) -	
	...	
Total hours		60
Total ECTS credits for the course		2

\* please indicate the appropriate activity types and/or suggest different activities

### 4. Assessment criteria in accordance with AMU in Poznan's grading system:

- Very good (bdb; 5,0): Excellent knowledge and ability to identify linguistic phenomena affecting communication, very good application of the knowledge learned in the course
- Good plus (+db; 4,5): Good knowledge and ability to identify linguistic phenomena affecting communication, good application of the knowledge learned in the course
- Good (db; 4,0): Good knowledge and ability to identify linguistic phenomena affecting communication, reasonably good application of the knowledge learned in the course
- Satisfactory plus (+dst; 3,5): Satisfactory knowledge and ability to identify linguistic phenomena affecting communication, reasonably good application of the knowledge learned in the course
- Satisfactory (dst; 3,0): Satisfactory knowledge and ability to identify linguistic phenomena affecting communication, satisfactory application of the knowledge learned in the course
- Unsatisfactory (ndst; 2,0): Unsatisfactory knowledge and ability to identify linguistic phenomena affecting communication OR no ability to apply the knowledge learned in the course