

Competence in Customer-orientated Work

01NSUOA Professional Communication 3 ECTS credits

01NINVER Information literacy 1 ECTS credit

08NHYPE1A Professional identity 1 ECTS credits

Learning outcomes

Students will be able to

- evaluate and interpret the meanings of different types of messages and develop their communication skills
- apply oral and written communication skills in real-world customer service situations in an appropriate manner and using dialogue
- apply team work skills in meetings and negotiations
- design and produce accurate text for customer contexts and scientific articles.
- define good care and name some of the principles of professional interaction
- describe characteristics specific to the social and health care service system and the health care customer relationship
- recognise their personal strengths and weaknesses and their significance in terms of the nurse's professional identity
- apply the principles of group and team work

Contents

Workplace text types, learning texts, scientific articles, group work methods, meetings and negotiations, speech, oral reporting, the nurse's professional identity, professional growth and development, customer-orientation, professional and care-related interaction, information literacy

Modes of delivery

Active learning

Online assignments

Article

Assignments

Portfolio

Usage and grammar test

Assessment

T1 - K5

Course assessment criteria

Students will be able to

LEVEL 5

- produce factual article-style text to the standards of source-critical scientific text
- design instructions and reports for different target groups
- integrate different methods of group work in meetings and negotiations
- interpret the communications of different types of customers and draw conclusions for action
- apply field-specific information in oral presentations.

- provide a reasoned account of the concept of good care and name some of the principles of professional interaction
- describe, with breadth and depth, the characteristics specific to the social and health care service system and name the characteristics of the health care customer relationship
- recognise and reflect on their personal strengths and weaknesses and their links with the nurse's professional identity
- apply the principles of group and team work in group activities in a fluent and constructive manner

LEVEL 3

- produce factual essay text with source criticism
- produce instructions and reports
- appraise the use of different group work methods in meetings and negotiations
- interpret the communications of different types of customers
- design an oral presentation.
- define, with breadth, the concept of good care and name some of the principles of professional interaction
- describe a broad range of the characteristics specific to the social and health care service system and name some of the characteristics of the health care customer relationship
- recognise a number of personal strengths and weaknesses and their links with the nurse's professional identity
- apply some the principles of group and team work in group activities

LEVEL 1

- produce professional text
- identify different types of instructions and reports
- define the structure of meetings and negotiations
- compare the communications of different types of customers
- describe professional situations of their chosen field verbally.
- define good care and name some of the principles of professional interaction
- describe the main characteristics specific to the social and health care service system and name some of the characteristics of the health care customer relationship
- recognise some of their personal strengths and weaknesses and their links with the nurse's professional identity
- apply a few of the principles of group and team work in group activities

Learning materials

Kauppinen, A., Nummi, J. & Savola, T. 2010. Tekniikan viestintä. Helsinki: Edita Prima,

Laine, A., Ruishalme, O., Salervo, P. & Siven, T. 2012. Opi ja ohjaa sosiaali- ja terveysalalla. Sanoma Pro Oy.

Mattila, H., Ruusunen, T., Uola, K. 2006. Viestinnän työkaluja AMK-opiskelijalle. Helsinki: WSOY,

Niemi, T., Nietosvuori, L. & Virikko, H. 2006. Hyvinvointialan viestintä. Helsinki: Edita Prima,

Roivas, M. & Karjalainen, A.-L. 2013. Sosiaali- ja terveysalan viestintä. Helsinki: Edita,

Ropponen- Mäkisälo, M. 2012. Vuorovaikutustaidot sosiaali -ja terveysalalla. Sanoma Pro Oy.

Online course materials