

Postgraduate Certificate

Professional Communication Skills



Postgraduate Certificate Professional Communication Skills

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Accreditation: 6 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtute.com/us/medicine/postgraduate-certificate/professional-communication-skills

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01

Introduction to the Program

Professional Communication Skills are essential to promoting effective Inclusive Education. In fact, a recent study highlights that both speech therapists and teachers perceive themselves as possessing strong socio-emotional competencies, which are fundamental for establishing quality relationships with their patients and students. However, differences were identified in areas such as emotional repair and active listening, suggesting the need for ongoing training in these skills. For physicians, recognizing the importance of these abilities is crucial, as effective and empathetic communication significantly contributes to therapeutic success and the well-being of the patient. In this context, TECH has developed a 100% online program that flexibly adapts to the personal and professional commitments of graduates, based on the revolutionary Relearning methodology.



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With this 100% online Postgraduate Certificate, you will be equipped with tools to establish clearer and more empathetic communication with patients and families—an essential skill when working with individuals with special educational needs”

In the context of Inclusive Education in Speech Therapy, Professional Communication Skills are key to ensuring appropriate and personalized care for patients with diverse needs. According to UNESCO, over 15% of the global population lives with some form of disability, emphasizing the need for trained professionals who can promote inclusion.

This Postgraduate Certificate was created with this in mind, providing physicians with the theoretical foundations of oral and written communication, highlighting its relevance in professional practice. Given the interdisciplinary nature of Speech Therapy, understanding these fundamentals is crucial to ensure fluid and effective interaction between professionals from different fields, thereby supporting comprehensive patient care.

The course will also explore the implementation of assertive oral communication strategies, which are essential for building empathetic and constructive relationships in various settings, such as clinical meetings, therapy sessions, and educational conferences. Advanced competencies in professional written communication will also be developed, including clinical report writing, interactions with families and patients, and the documentation required to ensure continuity and quality of care.

Lastly, the program will emphasize the development of critical reading and writing skills. This will enable professionals to analyze and evaluate academic research—an essential competency for applying the latest scientific advances in their professional practice. At the same time, their academic and technical writing abilities will be strengthened, enabling them to produce articles, reports, and other documents clearly, coherently, and with professional rigor.

In this way, TECH has designed a comprehensive, fully online program with high-quality academic materials and resources accessible from any electronic device with an internet connection. This eliminates obstacles such as the need to travel to a physical location or adhere to rigid schedules. Additionally, the innovative Relearning methodology will be applied, based on the continuous repetition of key concepts to ensure effective and natural comprehension of the content. In addition, the innovative Relearning methodology will be applied, which is based on the continuous repetition of key concepts to ensure an effective and natural understanding of the content.

This **Postgraduate Certificate in Professional Communication Skills** contains the most complete and up-to-date scientific program on the market. Its most notable features are:

- ♦ The development of case studies presented by experts in Medicine and Speech Therapy
- ♦ The graphic, schematic, and practical contents with which they are created, provide scientific and practical information on the disciplines that are essential for professional practice
- ♦ Practical exercises where the self-assessment process can be carried out to improve learning
- ♦ Special emphasis on innovative methodologies in Professional Communication Skills
- ♦ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ♦ Content that is accessible from any fixed or portable device with an Internet connection



You will acquire key skills, such as the critical reading of scientific research and the writing of clear and precise reports, significantly facilitating informed decision making"

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You will address written communication, aimed at writing messages, reports and records that are accurate and understandable to all involved, thanks to an extensive library of innovative multimedia resources”

The teaching staff includes professionals belonging to the fields of Medicine and Speech Therapy, who contribute their work experience to this program, as well as renowned specialists from reference societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive learning experience designed to prepare for real-life situations.

This program is designed around Problem-Based Learning, whereby the student must try to solve the different professional practice situations that arise throughout the program. For this purpose, the professional will be assisted by an innovative interactive video system created by renowned and experienced experts.

You will analyze how communication impacts the diagnosis, treatment and follow-up of patients, something key for its practical application, through the best didactic materials on the academic scene.

This comprehensive approach will ensure that you can play an active and prominent role in Inclusive Education in Speech Therapy, promoting collaborative work based on the latest scientific evidence.



02

Why Study at TECH?

TECH is the world's largest online university. With an impressive catalog of more than 14,000 university programs, available in 11 languages, it is positioned as a leader in employability, with a 99% job placement rate. In addition, it has a huge faculty of more than 6,000 professors of the highest international prestige.



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Study at the largest online university in the world and ensure your professional success. The future begins at TECH”

The world's best online university, according to FORBES

The prestigious Forbes magazine, specialized in business and finance, has highlighted TECH as "the best online university in the world" This is what they have recently stated in an article in their digital edition in which they echo the success story of this institution, "thanks to the academic offer it provides, the selection of its teaching staff, and an innovative learning method oriented to form the professionals of the future".

The best top international faculty

TECH's faculty is made up of more than 6,000 professors of the highest international prestige. Professors, researchers and top executives of multinational companies, including Isaiah Covington, performance coach of the Boston Celtics; Magda Romanska, principal investigator at Harvard MetaLAB; Ignacio Wistumba, chairman of the department of translational molecular pathology at MD Anderson Cancer Center; and D.W. Pine, creative director of TIME magazine, among others.

The world's largest online university

TECH is the world's largest online university. We are the largest educational institution, with the best and widest digital educational catalog, one hundred percent online and covering most areas of knowledge. We offer the largest selection of our own degrees and accredited online undergraduate and postgraduate degrees. In total, more than 14,000 university programs, in ten different languages, making us the largest educational institution in the world.



The most complete syllabuses on the university scene

TECH offers the most complete syllabuses on the university scene, with programs that cover fundamental concepts and, at the same time, the main scientific advances in their specific scientific areas. In addition, these programs are continuously updated to guarantee students the academic vanguard and the most demanded professional skills. and the most in-demand professional competencies. In this way, the university's qualifications provide its graduates with a significant advantage to propel their careers to success.

A unique learning method

TECH is the first university to use Relearning in all its programs. This is the best online learning methodology, accredited with international teaching quality certifications, provided by prestigious educational agencies. In addition, this innovative academic model is complemented by the "Case Method", thereby configuring a unique online teaching strategy. Innovative teaching resources are also implemented, including detailed videos, infographics and interactive summaries.

The official online university of the NBA

TECH is the official online university of the NBA. Thanks to our agreement with the biggest league in basketball, we offer our students exclusive university programs, as well as a wide variety of educational resources focused on the business of the league and other areas of the sports industry. Each program is made up of a uniquely designed syllabus and features exceptional guest hosts: professionals with a distinguished sports background who will offer their expertise on the most relevant topics.

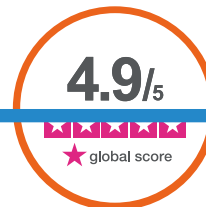
Leaders in employability

TECH has become the leading university in employability. Ninety-nine percent of its students obtain jobs in the academic field they have studied within one year of completing any of the university's programs. A similar number achieve immediate career enhancement. All this thanks to a study methodology that bases its effectiveness on the acquisition of practical skills, which are absolutely necessary for professional development.



Google Premier Partner

The American technology giant has awarded TECH the Google Premier Partner badge. This award, which is only available to 3% of the world's companies, highlights the efficient, flexible and tailored experience that this university provides to students. The recognition not only accredits the maximum rigor, performance and investment in TECH's digital infrastructures, but also places this university as one of the world's leading technology companies.



The top-rated university by its students

Students have positioned TECH as the world's top-rated university on the main review websites, with a highest rating of 4.9 out of 5, obtained from more than 1,000 reviews. These results consolidate TECH as the benchmark university institution at an international level, reflecting the excellence and positive impact of its educational model.



03 Syllabus

The program will include topics dedicated to understanding the importance of oral and written communication in interdisciplinary work, as well as practical workshops to develop assertive communication strategies in clinical and educational settings. It will also focus on honing professional writing skills, such as producing clear and effective reports for patients, families and colleagues. At the same time, activities will be included to strengthen the critical reading of scientific research, training participants to apply relevant findings to their medical practice. In addition, advanced tools will be acquired to collaborate in multidisciplinary teams, optimize treatments and promote inclusive environments.



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You will acquire in-depth knowledge about the importance of effective communication in your professional performance, fostering collaboration with other specialists in inclusive educational contexts”

Module 1. Communication Skills

- 1.1. Theoretical Foundations of Oral and Written Communication
 - 1.1.1. Communication Theory: Models and Approaches
 - 1.1.1.1. Classical Models of Communication (Shannon-Weaver, Berlo)
 - 1.1.1.2. Contemporary Approaches to Professional Communication
 - 1.1.2. Challenges in Professional Communication
 - 1.1.2.1. Physical and Environmental Barriers
 - 1.1.2.2. Psychological and Emotional Barriers
 - 1.1.3. Assertive and Effective Communication
 - 1.1.3.1. Assertive Communication
 - 1.1.3.2. Effective Communication
- 1.2. The Importance of Effective Communication in the Professional Environment
 - 1.2.1. Impact of Communication on Decision Making
 - 1.2.1.1. The Role of Communication in Clinical Decision Making
 - 1.2.1.2. The Influence of Communication on Conflict Resolution
 - 1.2.1.3. Communication and Teamwork
 - 1.2.2. Communication in the Therapeutic Relationship
 - 1.2.2.1. Establishing Trust and Empathy
 - 1.2.2.2. Effective Communication for Treatment Compliance
 - 1.2.3. Interprofessional Communication
 - 1.2.3.1. Professional Image
 - 1.2.3.2. The Communicative Style of the Professional
- 1.3. Principles of Assertive Oral Communication
 - 1.3.1. Definition and Characteristics of Assertive Communication
 - 1.3.1.1. Difference between Assertive, Passive and Aggressive Communication
 - 1.3.1.2. Benefits of Assertive Communication in the Professional Environment
 - 1.3.2. The Use of Active Listening in Oral Communication
 - 1.3.2.1. Active Listening Techniques (Paraphrasing, Open-ended Questions)
 - 1.3.2.2. The Importance of Feedback in Effective Communication
 - 1.3.3. Conflict Management
 - 1.3.3.1. Emotionality and Communication
 - 1.3.3.2. Non-Verbal Language
 - 1.3.3.3. Group Communication
- 1.4. Oral Communication Strategies in Interdisciplinary Work
 - 1.4.1. Techniques for Effective Collaboration Between Professionals
 - 1.4.1.1. Use of Team Meetings and Discussions to Improve Communication
 - 1.4.1.2. Intercultural Communication Techniques in Multidisciplinary Teams
 - 1.4.2. Strategies for Constructive Conflict Resolution
 - 1.4.2.1. Identification and Management of Conflicts in Interdisciplinary Teams
 - 1.4.2.2. Tools for Mediation and Dispute Resolution
 - 1.4.3. Use of Speech and Vocabulary
 - 1.4.3.1. Empowered Speech
 - 1.4.3.2. Professional Terminology
- 1.5. Dealing with Patients: Assertive and Empathetic Communication
 - 1.5.1. Techniques for Establishing Rapport and Trust with Patients
 - 1.5.1.1. Use of Positive Body Language
 - 1.5.1.2. Strategies for Creating an Environment of Openness and Security
 - 1.5.2. Non-Verbal Communication in Interaction with Patients
 - 1.5.2.1. Interpretation of Non-Verbal Signals (Gestures, Facial Expressions)
 - 1.5.2.2. Congruence Between Verbal and Non-Verbal Communication
 - 1.5.3. Use of Speech and Vocabulary
 - 1.5.3.1. Adaptation of Speech
 - 1.5.3.2. Adaptation of Medical Terminology
- 1.6. Key Elements of Professional Written Communication
 - 1.6.1. Principles of Clear and Coherent Writing
 - 1.6.1.1. Proper Use of Grammar and Syntax
 - 1.6.1.2. Construction of Clear and Concise Paragraphs
 - 1.6.2. The Proper Structure and Format of Professional Documents
 - 1.6.2.1. Essential Elements of a Professional Report
 - 1.6.2.2. Standards for the Presentation of Written Documents in Medical Contexts
 - 1.6.3. The Medical Record as a Communication Document
 - 1.6.3.1. Confidentiality and Accuracy of the Medical Record
 - 1.6.3.2. Writing Effective Clinical Notes

- 1.7. Written Communication with Patients and Families
 - 1.7.1. How to Adapt Writing to the Needs of the Public
 - 1.7.1.1. Accessible Writing for Patients with a Low Level of Education
 - 1.7.1.2. Techniques for Simplifying Language without Losing Accuracy
 - 1.7.2. The Importance of Written Communication in Informed Consent
 - 1.7.2.1. Keys to Writing Clear and Understandable Consent Documents
 - 1.7.2.2. Legal and Ethical Aspects of Writing Informed Consent
 - 1.7.3. Professionals' Written Reports for Patients and Families
 - 1.7.3.1. Considerations in the School Setting
 - 1.7.3.2. Considerations in the Clinical Setting
- 1.8. Critical Reading of Scientific Articles
 - 1.8.1. Techniques for Identify the Quality and Reliability of a Study
 - 1.8.1.1. Assessment of the Study Design (Experimental, Observational)
 - 1.8.1.2. Analysis of the Sample and the Statistical Methods Used
 - 1.8.2. Assessment of the Results and Conclusions of an Academic Article
 - 1.8.2.1. Identification of Biases and Limitations in the Results
 - 1.8.2.2. Relevance and Applicability of the Results to Professional Practice
 - 1.8.3. Assessment of the Provenance of the Study
 - 1.8.3.1. Peer Review
 - 1.8.3.2. Assessment of the Impact of the Journal
- 1.9. Techniques for Academic and Professional Writing
 - 1.9.1. Structuring Research Papers and Essays
 - 1.9.1.1. Introduction, Development and Conclusion in Academic Research
 - 1.9.1.2. Organization and Hierarchy of Information
 - 1.9.2. Proper Use of Citations, References and Bibliography
 - 1.9.2.1. Citation Standards (APA, Vancouver, MLA)
 - 1.9.2.2. How to Avoid Plagiarism through Proper Use of References
 - 1.9.3. Style and Clarity of Academic Writing
 - 1.9.3.1. Use of Clear and Precise Language
 - 1.9.3.2. Revision and Editing
- 1.10. Integrating Critical Reading and Professional Writing
 - 1.10.1. Applying Critical Reading in Research Writing
 - 1.10.1.1. Incorporating Scientific Evidence in Writing
 - 1.10.1.2. How to Justify Professional Decisions Based on the Literature
 - 1.10.2. Improving the Quality of Academic Writing through Critical Reading
 - 1.10.2.1. Feedback Strategies and Draft Revision
 - 1.10.2.2. The Importance of Self-Assessment in Improving Academic Writing
 - 1.10.3. Continuous Integration between Critical Reading and Professional Writing
 - 1.10.3.1. The Habit of Critical Scientific Reading
 - 1.10.3.2. Developing Critical Thinking Skills for Reflective Writing



You will master techniques that facilitate dialogue with patients, families and colleagues, promoting empathy and clarity in complex situations, hand in hand with the best digital university in the world, according to Forbes: TECH”

04

Teaching Objectives

This program will seek to make professionals understand the relevance of oral and written communication in the diagnosis, treatment and follow-up of patients with special educational needs. Likewise, it will aim to provide them with tools to write clear reports, interpret scientific research critically and collaborate with other professionals and families in an empathetic and efficient manner. Ultimately, the role of the doctor will be strengthened as a key agent in the promotion of inclusion and the improvement of the quality of life of patients in the field of speech therapy.



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You will delve into the theoretical foundations of oral and written communication, which are indispensable in the interdisciplinary field, always counting on the support of the revolutionary Relearning methodology, a pioneer in TECH”



General Objective

- ♦ Understand the theoretical foundations of oral and written communication, as well as their importance in professional performance, especially in interdisciplinary work

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You will develop assertive oral communication strategies to interact successfully in various professional contexts. With all the quality guarantees that only TECH can offer you! What are you waiting for to enroll?”





Specific Objectives

- ♦ Implement strategies for assertive oral communication in different areas of professional performance
- ♦ Develop skills for effective professional written communication with other professionals, patients and families
- ♦ Develop critical reading skills that enable the analysis and evaluation of academic research, in order to apply the knowledge acquired in professional practice
- ♦ Develop critical and academic writing skills that enable the writing of clear and coherent research, reports and professional documents

06

Study Methodology

TECH is the world's first university to combine the **case study** methodology with **Relearning**, a 100% online learning system based on guided repetition.

This disruptive pedagogical strategy has been conceived to offer professionals the opportunity to update their knowledge and develop their skills in an intensive and rigorous way. A learning model that places students at the center of the educational process giving them the leading role, adapting to their needs and leaving aside more conventional methodologies.



“

TECH will prepare you to face new challenges in uncertain environments and achieve success in your career”

The student: the priority of all TECH programs

In TECH's study methodology, the student is the main protagonist.

The teaching tools of each program have been selected taking into account the demands of time, availability and academic rigor that, today, not only students demand but also the most competitive positions in the market.

With TECH's asynchronous educational model, it is students who choose the time they dedicate to study, how they decide to establish their routines, and all this from the comfort of the electronic device of their choice. The student will not have to participate in live classes, which in many cases they will not be able to attend. The learning activities will be done when it is convenient for them. They can always decide when and from where they want to study.

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*At TECH you will NOT have live classes
(which you might not be able to attend)”*





The most comprehensive study plans at the international level

TECH is distinguished by offering the most complete academic itineraries on the university scene. This comprehensiveness is achieved through the creation of syllabi that not only cover the essential knowledge, but also the most recent innovations in each area.

By being constantly up to date, these programs allow students to keep up with market changes and acquire the skills most valued by employers. In this way, those who complete their studies at TECH receive a comprehensive education that provides them with a notable competitive advantage to further their careers.

And what's more, they will be able to do so from any device, pc, tablet or smartphone.

“*TECH's model is asynchronous, so it allows you to study with your pc, tablet or your smartphone wherever you want, whenever you want and for as long as you want*”

Case Studies and Case Method

The case method has been the learning system most used by the world's best business schools. Developed in 1912 so that law students would not only learn the law based on theoretical content, its function was also to present them with real complex situations. In this way, they could make informed decisions and value judgments about how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

With this teaching model, it is students themselves who build their professional competence through strategies such as Learning by Doing or Design Thinking, used by other renowned institutions such as Yale or Stanford.

This action-oriented method will be applied throughout the entire academic itinerary that the student undertakes with TECH. Students will be confronted with multiple real-life situations and will have to integrate knowledge, research, discuss and defend their ideas and decisions. All this with the premise of answering the question of how they would act when facing specific events of complexity in their daily work.



Relearning Methodology

At TECH, case studies are enhanced with the best 100% online teaching method: Relearning.

This method breaks with traditional teaching techniques to put the student at the center of the equation, providing the best content in different formats. In this way, it manages to review and reiterate the key concepts of each subject and learn to apply them in a real context.

In the same line, and according to multiple scientific researches, reiteration is the best way to learn. For this reason, TECH offers between 8 and 16 repetitions of each key concept within the same lesson, presented in a different way, with the objective of ensuring that the knowledge is completely consolidated during the study process.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.



A 100% online Virtual Campus with the best teaching resources

In order to apply its methodology effectively, TECH focuses on providing graduates with teaching materials in different formats: texts, interactive videos, illustrations and knowledge maps, among others. All of them are designed by qualified teachers who focus their work on combining real cases with the resolution of complex situations through simulation, the study of contexts applied to each professional career and learning based on repetition, through audios, presentations, animations, images, etc.

The latest scientific evidence in the field of Neuroscience points to the importance of taking into account the place and context where the content is accessed before starting a new learning process. Being able to adjust these variables in a personalized way helps people to remember and store knowledge in the hippocampus to retain it in the long term. This is a model called Neurocognitive context-dependent e-learning that is consciously applied in this university qualification.

In order to facilitate tutor-student contact as much as possible, you will have a wide range of communication possibilities, both in real time and delayed (internal messaging, telephone answering service, email contact with the technical secretary, chat and videoconferences).

Likewise, this very complete Virtual Campus will allow TECH students to organize their study schedules according to their personal availability or work obligations. In this way, they will have global control of the academic content and teaching tools, based on their fast-paced professional update.



The online study mode of this program will allow you to organize your time and learning pace, adapting it to your schedule”

The effectiveness of the method is justified by four fundamental achievements:

1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that assess real situations and the application of knowledge.
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.

The university methodology top-rated by its students

The results of this innovative teaching model can be seen in the overall satisfaction levels of TECH graduates.

The students' assessment of the teaching quality, the quality of the materials, the structure of the program and its objectives is excellent. Not surprisingly, the institution became the top-rated university by its students according to the global score index, obtaining a 4.9 out of 5.

Access the study contents from any device with an Internet connection (computer, tablet, smartphone) thanks to the fact that TECH is at the forefront of technology and teaching.

You will be able to learn with the advantages that come with having access to simulated learning environments and the learning by observation approach, that is, Learning from an expert.



As such, the best educational materials, thoroughly prepared, will be available in this program:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



Practicing Skills and Abilities

You will carry out activities to develop specific competencies and skills in each thematic field. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop within the framework of the globalization we live in.



Interactive Summaries

We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

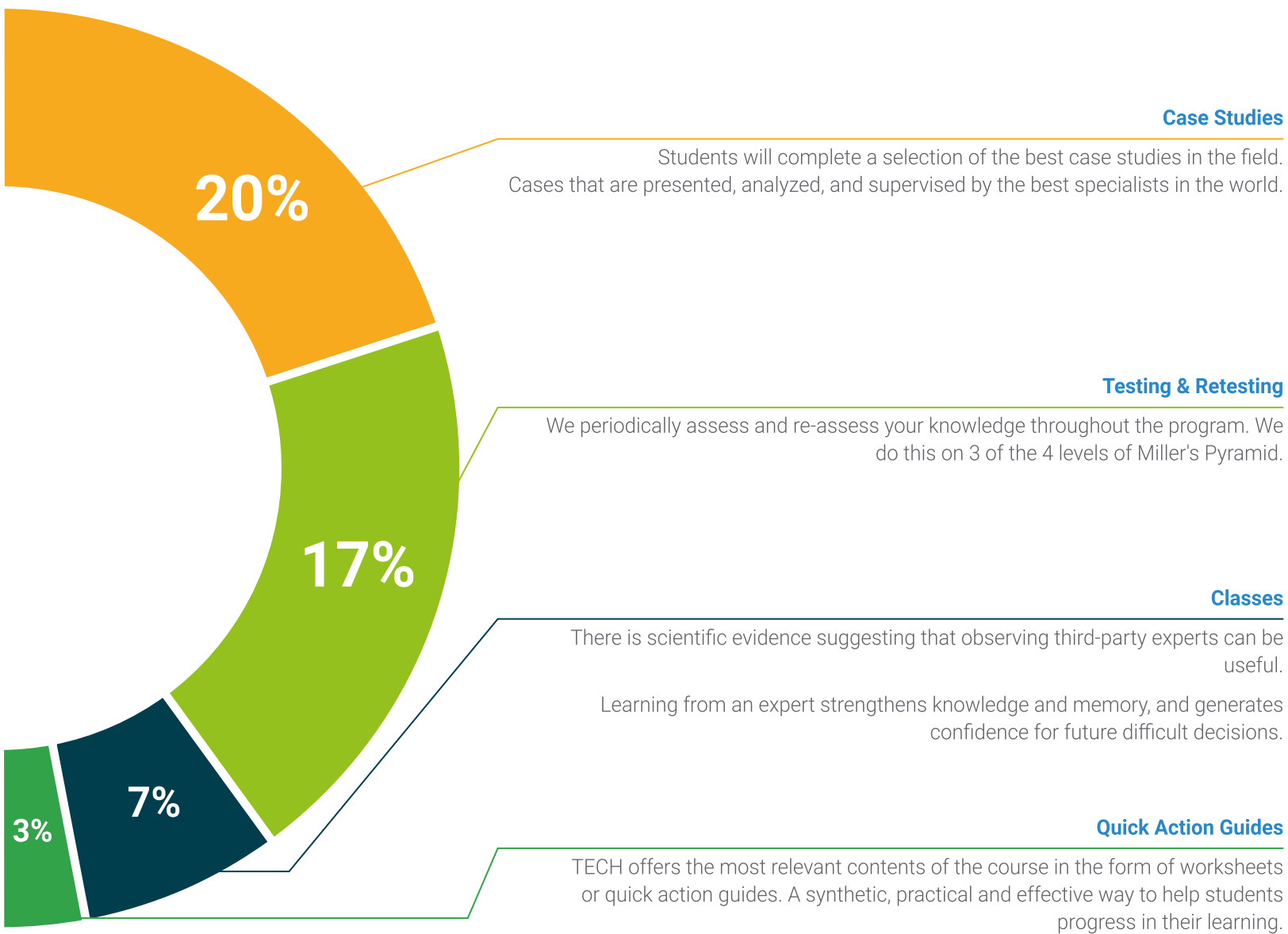
This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents, international guides... In our virtual library you will have access to everything you need to complete your education.





06 Certificate

This Postgraduate Certificate in Professional Communication Skills guarantees students, in addition to the most rigorous and up-to-date education, access to a diploma for the Postgraduate Certificate issued by TECH Global University.



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*Successfully complete this program and
receive your university qualification without
having to travel or fill out laborious paperwork”*

This private qualification will allow you to obtain a diploma for the **Postgraduate Certificate in Professional Communication Skills** endorsed by TECH Global University, the world's largest online university.

TECH Global University, is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** private qualification, is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Certificate in Professional Communication Skills**

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 ECTS**





Postgraduate Certificate
Professional Communication
Skills

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Accreditation: 6 ECTS
- » Schedule: at your own pace
- » Exams: online

Postgraduate Certificate

Professional Communication Skills

