Hanze

Course: Communication Skills — credits: 5

Course code	LSVX24COMMUNICAT
Name	Communication Skills
Study year	2026-2027
ECTS credits	5
Language	Dutch, with parts in English
Coordinator	G.L. Veenstra
Modes of delivery	Practical / Training Tutorial
Assessments	Communicatieve Vaardigheden - Other assessment

Learning outcomes

This module has the following learning outcomes:

- You name the difference between perceiving and interpreting, explain how the individual frame of reference affects this and how this difference can be important in practice.
- You name the basic conversation skills, explain how these skills can be applied in practice and actually apply these skills.
- You distinguish the stages in the counseling process and influence this process effectively.
- You name some important aspects of collaboration, explain how they can be applied in practice, and apply collaboration skills.

Content

In your future position, you will often need to communicate verbally with colleagues, clients and customers. Good oral communication skills of yours are critical to ensuring effective information transfer, strengthening cooperation, building trust and relationships, and conflict management.

This involves having the ability to convey thoughts, ideas, feelings and information in a clear and understandable way, while also listening carefully to what the other person has to say.

In this course, you will cover basic conversation skills (listening, summarizing, questioning, giving feedback). You also learn to distinguish the phases in the advisory process, to influence this process effectively and to deal with resistance. You will also identify the preconditions for effective cooperation, put together your 'dream team' and practice conflict management during the lectures.

Apart from addressing these topics on the basis of theory, there will be an interactive exchange on these topics based on the experiences of you and your fellow students, and plenty of attention will be paid to training conversation skills.

Included in programme(s)

Major Medical Diagnostics
Major Biology and Medical Research
Bio-Informatics
Chemistry
Chemical Engineering

School(s)

Engineering, Life Sciences & ICT

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