1.5 Communication and Interpersonal Skills (Inter-departmental Collaboration)

LEARNING OUTCOMES	*By the end of this module, learners will be able to:* 1. **Recall** *the essential components of effective inter-departmental collaboration.* 2. **Describe** *the benefits of collaboration across teams in correctional education.* 3. **Identify** *common barriers to effective communication in correctional settings.* 4. **Analyze** *case studies to determine best practices for resolving inter-departmental conflicts.* 5. **Evaluate** *the effectiveness of communication strategies in facilitating team-based problem-solving.* 6. **Create** *a collaborative workflow plan to address a complex educational need.*		
LEARNING ACTIVITIES	***Activity 1: Challenges in communication and coordination of activities***	*Analysis of a case study on challenges in communication and coordination of activities.*	***30 min***
	Activity 2: Challenges and solutions in interdepartmental collaboration	*Identify, in groups, real challenges in interdepartmental collaboration and develop practical solutions, promoting critical thinking and the exchange of experiences.*	***45 min***
	Activity 3: Team diagnosis	*Diagnosis and individual reflection on team skills and group discussion on the results obtained.*	***30 min***
	Activity 4: The importance of	*Reading an article on the importance of internal and*	***45 min***

interdepartmental collaboration in reducing criminal recidivism	*external partnerships and their contribution to the smooth running of the prison environment.*	
Activity 5: Barriers to effective Staff communication in a custodial setting	*Reading an article on common barriers to effective communication in correctional settings.*	***40 min***
Activity 6: Role-Playing simulation – Overcoming communication barriers in the prison context	*Learners take on roles (prison guard, nurse, security supervisor, health coordinator and young person deprived of their liberty) in simulated scenarios about communication obstacles and practice communication strategies that can be used to improve collaboration between different departments.*	***1 hour***
Activity 7: Understanding Impact and Challenges of communication barriers	*Reading an article on the negative impact of the lack of effective communication on the flow of information and ideas.*	***30 min***
Activity 8: If I were a leader	*Creation of a strategic plan to improve communication in the workplace using the 1-3-5 method.*	***30 min***
Activity 9: Improving communication in a prison context	*Development of a strategy to improve communication skills in a practical and effective way.*	***45 min***

	Activity 10: The scarcity of technology in communication within the prison context	*Analysis of a case study to reflect on the challenges and benefits of implementing new technologies in the prison system, considering the needs of professionals and the security of institutions.*	**30 min**
	Activity 11: The secret messenger	*Identify and analyze the challenges of effective communication and highlight the importance of clarity, feedback and completeness in transmitting information.*	**1 hour**
	Activity 12: Case Study on Interdepartmental Conflict Resolution	*Analyzing a conflict between different interdepartmental teams in a prison and developing collaborative solutions that meet the needs of all parties involved.*	**75 min**
	Activity 13: Reflection on Emotional Intelligence in the Professional Context	*Reflection on the four components of emotional intelligence and how each of them applies to your work in the prison context.*	**40 min**
	Activity 14: Analysis of Expressions and Gestures	*Group analysis of facial expressions and gestures to recognize and interpret non-verbal signals.*	**30 min**
	Activity 15: Problem-solving in prisons, with the aim of reducing self-harm among	*Reading an article about the importance of adapting training materials to the needs of the prison environment and the prison population, considering the*	**1 hour**

incarcerated individuals	*limitations of resources and the complexity of the working environment in prisons.*	
Activity 16: Role-Playing simulation – Conflict between medical exam and visit	*Learners take on roles (young person deprived of their liberty, doctor, conflict resolution officer and guard) in simulated scenarios and practice conflict resolutions techniques.*	*1 hour*
Activity 17: The Solution Box	*Developing critical analysis and collaborative decision-making skills when faced with real challenges in the prison environment.*	*1 hour*
Activity 18: Building a workflow	*Creating a collaborative workflow for a specific scenario, using the essential steps to create an effective collaborative workflow.*	*1 hour*
Activity 19: Educational Program with Communication Failures	*Analysis of a case study to reflect and evaluate the effectiveness of communication strategies.*	*45 min*
Activity 20: Challenges in the Rehabilitation Program for Drug Addicts	*Analysis of a case study to reflect and evaluate the effectiveness of communication strategies.*	*45 min*
Activity 21: Personalized Action Plan for	*Developing a concrete plan for their professional practice, considering the*	*90 min*

	Interdepartmental Collaboration	*specificities of the prison environment.*	

Activity 1: Challenges in communication and coordination of activities

📌 **Description:** *Analysis of a case study on challenges in communication and coordination of activities.*

🔗 **Connections:**

- **Learning Outcomes:** *LO3 and LO4*
- **Assessment:** *Reflection questions and peer feedback*

Activity 2: Challenges and solutions in interdepartmental collaboration

📌 **Description:** *Identify, in groups, real challenges in interdepartmental collaboration and develop practical solutions, promoting critical thinking and the exchange of experiences.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1 and LO4*
- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 3: Team diagnosis

📌 **Description:** *Diagnosis and individual reflection on team skills and group discussion on the results obtained.*

🔗 **Connections:**

- **Learning Outcomes:** *LO5*
- **Assessment:** *Reflection questions and group discussion*

Activity 4: The importance of interdepartmental collaboration in reducing criminal recidivism

📌 **Description:** *Reading an article on the importance of internal and external partnerships and their contribution to the smooth running of the prison environment.*

🔗 **Connections:**

- **Learning Outcomes:** *LO2*
- **Assessment:** *Reflection questions*

Activity 5: Barriers to effective Staff communication in a custodial setting

📌 *Description: Reading an article on common barriers to effective communication in correctional settings.*

🔗 *Connections:*

- *Learning Outcomes: LO3*
- *Assessment: Reflection questions*

Activity 6: Role-Playing simulation – Overcoming communication barriers in the prison context

📌 *Description: Learners take on roles (prison guard, nurse, security supervisor, health coordinator and young person deprived of their liberty) in simulated scenarios about communication obstacles and practice communication strategies that can be used to improve collaboration between different departments.*

🔗 *Connections:*

- *Learning Outcomes: LO3 and LO5*
- *Assessment: Reflection questions, group discussion and peer feedback*

Activity 7: Understanding Impact and Challenges of communication barriers

📌 *Description: Reading an article on the negative impact of the lack of effective communication on the flow of information and ideas.*

🔗 *Connections:*

- *Learning Outcomes: LO3*
- *Assessment: Reflection questions*

Activity 8: If I were a leader

📌 *Description: Creation of a strategic plan to improve communication in the workplace using the 1-3-5 method.*

🔗 *Connections:*

- *Learning Outcomes: LO1 and LO5*
- *Assessment: Group discussion and peer feedback*

Activity 9: Improving communication in a prison context

📌 **Description:** Development of a strategy to improve communication skills in a practical and effective way.

🔗 **Connections:**

- **Learning Outcomes:** LO5
- **Assessment:** Reflection questions, group discussion and peer feedback

Activity 10: The scarcity of technology in communication within the prison context

📌 **Description:** Analysis of a case study to reflect on the challenges and benefits of implementing new technologies in the prison system, considering the needs of professionals and the security of institutions.

🔗 **Connections:**

- **Learning Outcomes:** LO3 and LO4
- **Assessment:** Reflection questions, group discussion and peer feedback

Activity 11: The secret messenger

📌 **Description:** Identify and analyze the challenges of effective communication and highlight the importance of clarity, feedback and completeness in transmitting information.

🔗 **Connections:**

- **Learning Outcomes:** LO3 and LO5
- **Assessment:** Reflection questions, group discussion and peer feedback

Activity 12: Case Study on Interdepartmental Conflict Resolution

📌 **Description:** Analyzing a conflict between different interdepartmental teams in a prison and developing collaborative solutions that meet the needs of all parties involved.

🔗 **Connections:**

- **Learning Outcomes:** LO1 and LO4
- **Assessment:** Reflection questions, group discussion and peer feedback

Activity 13: Reflection on Emotional Intelligence in the Professional Context

📌 **Description:** *Reflection on the four components of emotional intelligence and how each of them applies to your work in the prison context.*

🔗 **Connections:**

- **Learning Outcomes:** *LO5*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 14: Analysis of Expressions and Gestures

📌 **Description:** *Group analysis of facial expressions and gestures to recognize and interpret non-verbal signals.*

🔗 **Connections:**

- **Learning Outcomes:** *LO5*

- **Assessment:** *Peer feedback*

Activity 15: Problem-solving in prisons, with the aim of reducing self-harm among incarcerated individuals

📌 **Description:** *Reading an article about the importance of adapting training materials to the needs of the prison environment and the prison population, considering the limitations of resources and the complexity of the working environment in prisons.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1 and LO2*

- **Assessment:** *Reflection questions*

Activity 16: Role-Playing simulation – Conflict between medical exam and visit

📌 **Description:** *Learners take on roles (young person deprived of their liberty, doctor, conflict resolution officer and guard) in simulated scenarios and practice conflict resolutions techniques.*

🔗 **Connections:**

- **Learning Outcomes:** *LO4 and LO5*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 17: The Solution Box

📌 **Description:** *Developing critical analysis and collaborative decision-making skills when faced with real challenges in the prison environment.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1, LO2 and LO5*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 18: Building a workflow

📌 **Description:** *Creating a collaborative workflow for a specific scenario, using the essential steps to create an effective collaborative workflow.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1 and LO5*

- **Assessment:** *Reflection questions, group discussion and peer feedback*

Activity 19: Educational Program with Communication Failures

📌 **Description:** *Analysis of a case study to reflect and evaluate the effectiveness of communication strategies.*

🔗 **Connections:**

- **Learning Outcomes:** *LO3 and LO5*

- **Assessment:** *Reflection questions*

Activity 20: Challenges in the Rehabilitation Program for Drug Addicts

📌 **Description:** *Analysis of a case study to reflect and evaluate the effectiveness of communication strategies.*

🔗 **Connections:**

- **Learning Outcomes:** *LO3 and LO5*

- **Assessment:** *Reflection questions*

Activity 21: Personalized Action Plan for Interdepartmental Collaboration

📌 **Description:** *Developing a concrete plan for their professional practice, considering the specificities of the prison environment.*

🔗 **Connections:**

- **Learning Outcomes:** *LO1 and LO2*

	• **Assessment:** *Reflection questions, group discussion and peer feedback*
EDUCATIONAL CONTENT/ RESOURCES	• **Core material in pdf and ppts**. *(interactive material developed with RISE could also be included, based on availability) – available in all consortium languages.* • **Articles** *(available through links or pdf documents)* • **Online Videos** *(in the language created)*
UTILIZATION OF ICT	• *All materials and activities will be on the shared module document.* • *Multimedia Digital Content – video available in the web*
INSTRUCTIONAL METHODS	• *Presentations): Basic knowledge about soft skills, conflict resolution strategies and the importance of active listening in the prison context will be delivered through articles, videos and information presented on the ppt of the module.* • *Case Study Analysis: Examining real-life or hypothetical scenarios and analyzing them or developing solutions.* • *Role-Playing Simulations: Practicing empathy, active listening and conflict resolution techniques.* • *Scenario-Based Problem Solving: Applying learned concepts to hypothetical situations.* • *Collaborative Learning: Group role-play, engagement through the forum discussion* • *Self-Reflection & Journaling: Encouraging learners to document personal insights and emotional responses.*
DELIVERY MODE	• *Online and asynchronous Module: Theory, activities, exercises*
ASSESSMENT METHODS (formative and/or other assessments for each unit/	*Formative Assessments: Activities and exercises (matching and filling in the blank)* *Summative Assessments:* • *Final Quiz: Review of the key theory learned* *Peer & Self-Assessment: Reflection exercises and peer engagement*

module, if applicable)	