

SELECTIVE DISCIPLINE

for 2st year students of the Faculty of Dentistry

2020-2021 academic year

Name of the discipline	TRAINING OF DENTIST'S COMMUNICATIVE COMPETENCE
The department	Psychology and philosophy
Teachers	PhD, Associate Professor Olesia Pavliuk PhD Viktoriya Osypenko
A brief description of the content of the discipline	<p>The purpose of the course is to promote students' awareness of the importance of effective professional communication and the formation of basic professional communication skills.</p> <p>Course objectives:</p> <ul style="list-style-type: none"> – to develop professional communication skills and abilities of a doctor. – analyze the verbal and nonverbal means of communication of the dentist; – formation of adequate self-esteem, stress-resistant personal resources; – formation of constructive life skills and behavioral strategies; – analyze the causes of communication difficulties; – development of empathic communication; – to consider the features of disharmonious relations; – development of emotional intelligence; – development of constructive behavior in conflict situations; – development of communicative competence of cooperation in the team; – development of self-analysis and reflection; – to develop confidence in communicating with a “difficult interlocutor”; – to develop skills of managing one's emotional state and behavior, skills of joint activities; – to develop skills of obtaining primary information about the interlocutor; – development of skills to determine one's own position in difficult situations, awareness of the reasons for choosing one's own model of behavior in various situations; – to get acquaintance with typical difficult situations in the interaction of doctor and patient - their analysis and solution. – to determine the place of business communication as an important component of forming the culture of a modern doctor. <p>After studying the course, the student should know:</p> <ul style="list-style-type: none"> – principles of communication; – ethical requirements and norms of business relations; – rules of conversation; – active listening techniques; – tactics and strategies of communication, laws and ways of communicative behavior. – features of verbal and nonverbal means of communication;

	<ul style="list-style-type: none"> - форми колективного та індивідуального ділового спілкування; - influence of emotions on communication; - types of conflicts and their solution. <p>After studying the course, students should be able to:</p> <ul style="list-style-type: none"> - conduct a conversation with the patient; - possess the techniques of active listening; - control mental states and overcome psychological barriers; - understand the individual psychological characteristics of patients; - apply psychological methods and techniques for different conditions of the patient; - show compassion (empathy) to the patient for his illness; - listen and give advice to the patient; - analyze all components of one's activities and oneself as individual. - have methods of psychological research of interpersonal relations in the team; - diagnose emotional states and personality traits; - regulate communication in the professional system taking into account age and individual psychological characteristics; - to exert psychological influence on the person within the limits of professional communication; - engage in scientific discussions, demonstrating both scientific knowledge and one's own position; - determine the level, adequacy and stability of self-esteem.
<p>Providing of general and professional competencies</p>	<p><u>General competencies:</u> GC1. Ability to abstract thinking, analysis and synthesis. GC2. Knowing and understanding of the subject area and understanding of professional activity. GC 3 Ability to apply knowledge in practice. GC 4. Ability to communicate in the state language both orally and in writing; ability to communicate in a second language. GC5. Skills in the use of information and communication technologies. GC7. Ability to search, process and analyze information from various sources. GC8. Ability to adapt and act in a new situation. GC9. Ability to identify and solve problems. GC10. Ability to work in a team. GC11. Interpersonal skills. GC12. Ability to act on the basis of ethical considerations (motives). GC13. Safe activities skills.</p> <p><u>Professional competencies:</u> PC1. Collection of medical information about the patient's condition. PC2. Evaluation of laboratory and instrumental research results. PC3. Establishing a clinical diagnosis of dental disease. PC4. Diagnosing emergencies. PC5. Planning and implementation of measures for the prevention of dental diseases. PC6. Determining the nature and principles of treatment of dental diseases.</p>

	<p>PC7. Determining the necessary mode of work and rest, diet in the treatment of dental diseases.</p> <p>PC8. Determination of tactics of dental patient with somatic pathology.</p> <p>PC9. Performing medical and dental manipulations.</p> <p>PC11. Organization of medical and evacuation measures.</p> <p>PC12. Defining tactics and providing emergency medical care.</p> <p>PC14. Assessment of the impact of the environment on the health of the population (individual, family, population).</p>
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