

## SELECTIVE DISCIPLINE

for 1<sup>st</sup> year students of the Faculty of Dentistry

2020-2021 academic year

<b>Discipline</b>	<b>TRAINING OF EFFECTIVE COMMUNICATION</b>
<b>Department</b>	Psychology and philosophy
<b>Teachers</b>	PhD <b>Viktoria Osypenko</b> PhD, Associate Professor <b>Olesia Pavliuk</b>
<b>Brief description of the scope of the subject</b>	<p><b>Goal of the discipline is</b> formation of students' knowledge, awareness and understanding about main features of interpersonal interaction; mastering the content, structure and basic laws of communication as a type of human activity, the formation of students' communicative qualities. identification of conditions and meanings of communicative competence in everyday life; a holistic system construction of communication, perception and understanding of other people; to teach students how to apply on different ways an influence to the individual, group; forming optimal dentist-patient relationships and other types of professional interpersonal relationships.</p> <p><b>Course objectives are:</b></p> <ul style="list-style-type: none"> <li>– to consider the basic terms and concepts of psychology and interpersonal communication;</li> <li>– to apply theoretical knowledge of psychology in everyday life;</li> <li>– to form a system of students' psychological knowledge;</li> <li>– formation of knowledge and skills for using psychodiagnostic techniques in according to psychological knowledge;</li> <li>– to intensify knowledge of psychology and communicative competence in the study of other disciplines;</li> <li>– analyze the verbal and nonverbal means of communication of the dentist;</li> <li>– formation of adequate self-esteem, stress-resistant personal resources;</li> <li>– formation of constructive life skills and behavioral strategies;</li> <li>– analyze the causes of communication difficulties;</li> <li>– development of empathic communication;</li> <li>– to consider the features of disharmonious relations;</li> <li>– development of emotional intelligence;</li> <li>– development of constructive behavior in conflict situations;</li> <li>– development of communicative competence of cooperation in the team;</li> <li>– formation of the students' ability of to use the psychological knowledge of the course in future professional activities.</li> </ul> <p><b>Learning outcomes:</b> to offer own ways of solving psychological problems and problems in the process of professional activity; to make and argue own decisions and solutions; to formulate an opinion logically, accessible; to discuss, defending own position; to modify</p>

utterances according to the cultural peculiarities of the partner; be understandable and tolerance to people with other cultural or gender-age differences during interaction; to perform various of effective roles in the team during the process of solving professional tasks; to develop and demonstrate leadership qualities.

After studying the course, students **should know:**

- cognitive processes: sensation, perception, memory, thinking, language, attention, imagination;
- features and structure of the emotional and volitional sphere of personality;
- types and methods of adaptation, behavior in a new situation;
- 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;
- the essence of the relationship;
- structure of relationships in a small social group;
- communication and relationship development in ontogenesis;
- communication tactics and strategies, laws and ways of effective communication behavior.

After studying the course, students **should be able to:**

- 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><b>Providing general and professional competencies</b></p>	<p>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.  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.  PC5. Planning and implementation of measures for the prevention of dental diseases.  PC8. Determination of tactics of dental patient with somatic pathology.  PC9. Performing medical and dental manipulations.  PC11. Organization of medical and evacuation measures.  PC12. Defining tactics and providing emergency medical care.  PC14. Assessment of the impact of the environment on the health of the population (individual, family, population).</p>
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