

Brief description of the elective discipline (abstract)

Training of communicative competence of a doctor

(name of elective course)

Speciality	Medicine
Educational level	master
Year of study (course)	4 year
Form of education	full-time form of education
Department	psychology and philosophy

Summary of the subject:

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.

Course objectives:

- to develop professional communication skills and abilities of a doctor.
- analyze the verbal and nonverbal means of communication of the doctor;
- 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.

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

- 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;
- influence of emotions on communication;
- types of conflicts and their solution.

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.

Approximate list of lecture and seminar topics:

1. The main characteristics of communication.
2. Diagnosis of communication skills.
3. Training “Body language: nonverbal communication”.
4. Training “Difficulties and barriers to communication”.
5. Training of perceptual-reflexive skills (perception, understanding, feedback).
6. Training of emotional intelligence development.
7. Conflict resolution training.
8. Business communication training.
9. Training “Fundamentals of effective leadership”.

The list of competencies, the acquisition of which will be provided by the discipline.

General competencies:

- GC1. Ability to abstract thinking, analysis and synthesis, the ability to learn and be modernly trained.
- GC2. Ability to apply knowledge in practical situations
- GC3. Knowledge and understanding of the subject area and understanding of professional activity
- GC4. Ability to adapt and act in a new situation
- GC5. Ability to make an informed decision; work in a team; interpersonal skills
- GC6. Ability to communicate in the state language both orally and in writing; ability to communicate in a foreign language
- GC7. Skills in the use of information and communication technologies
- GC8. Definiteness and perseverance in terms of tasks and responsibilities
- GC9. The ability to act socially responsibly and consciously
- GC10. The desire to preserve the environment.

Special (professional) competencies:

- SC1. Skills of interviewing and clinical examination of the patient
- SC4. Ability to determine the required mode of work and rest in the treatment of diseases.
- SC13. Ability to carry out sanitary, hygienic and preventive measures.
- SC19. Ability to assess the impact of the environment, socio-economic and biological determinants on the health of the individual, family, population

The list of scientific and pedagogical employees who will ensure the conduct of the discipline:

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 PhD **Viktoria Osypenko**