



Study program: Integrated Academic Studies in Pharmacy
Subject name: Communication Skills
Teachers: Tatjana Z. Krstić, Nina R. Brkić Jovanović, Ksenija V. Kolundžija
Subject status: elective
Number of ECTS: 3
Preconditions: -
<p>Course goals:</p> <ul style="list-style-type: none"> - Introducing students to the nature and structure of communication (verbal and nonverbal communication); - Introducing students to the characteristics of healthcare communication (diagnostic and therapeutic) in pharmacy; - Introducing students to the principles of complex communication skills (empathy, assertiveness, active listening); - Enabling students to establish quality contact with various medical service users; - Mastering communication skills through simulation of situations in the healthcare context in pharmacy.
<p>Subject outcomes:</p> <p>It is expected that after attending this course students will know and understand the structure, role and importance of applying communication skills between healthcare practitioners in dental medicine and different groups of healthcare users.</p> <p>It is expected that after attending this course the student will be able to:</p> <ul style="list-style-type: none"> - Assertively communicate with different partners in the healthcare context (medical and non-medical staff, patients, patient's family...); - Apply active listening and empathy skills; - Independently conduct an interview with patients and family members; participate in patient's psychological preparation for various medical interventions; - Demonstrate skills in conveying bad news in different situations (communication with the mournful, with parents of sick children etc.) - Show skill in establishing communication with users of medical services from different age groups (children, adults); - Demonstrate skill in establishing communication with healthcare users with different types of limited communication capabilities; - Demonstrate assertive communication skills in negotiating and solving conflict situations.
<p>Course content:</p> <p><i>Theoretical education</i></p> <p>Basic elements of communication. Verbal and nonverbal communication. Nature and goals of healthcare communication. What is good communication in healthcare in pharmacy? Preconditions for successful healthcare communication. Basics of diagnostic and therapeutic communication. Applying interviewing technique and taking anamnesis. Motivating patients to cooperate with medical staff. Basic communication skills. Complex communication skills: empathy, active listening, assertiveness. Relationship between assertive and aggressive behavior. Communication with „difficult“ interlocutor. Communication with healthcare services users of different age groups. Communication with health care services users with different types of limited communication capabilities. Communication within a team. Conflict resolution.</p> <p><i>Practical education</i></p> <p>Practical exercises - Training elements of the communication process; Relationship between verbal and nonverbal communication; Conducting interviews and taking anamnesis; Exercises for assertive, empathetic behavior and active listening; Examples of resolving conflict situations within a team; Exercises aimed at communication with individuals of different ages and with individuals with limited communication capabilities; Ways of communicating bad news in a context of healthcare in pharmacy.</p>
<p>Literature</p> <p><i>Compulsory</i></p> <ol style="list-style-type: none"> 1. Lloyd M, Bor R, Noble L. Clinical Communication Skills for Medicine, 4th edition. Elsevier, 2018. (selected chapters) 2. McCorry LK, Mason J. Communication skills for the healthcare professional, 1st edition. Lippincott Williams & Wilkins, 2011. (selected chapters) 3. Kurtz S, Draper J, Silverman J. Teaching and Learning Communication Skills in Medicine, 2nd edition (selected chapters). London: CRC Press, 2004. (selected chapters) <p><i>Additional</i></p>

1. Tate P, Frame F. The doctor's communication handbook, 8 th edition. Boca Raton: CRC Press, 2019.			
Number of active classes		Theoretical classes: 30	Practical classes: 15
Teaching methods: Lectures, interactive teaching, reviewing and analyzing case studies, seminar papers, consultations			
Student activity assessment (maximally 100 points)			
Pre-exam activities	points	Final exam	points
Activity during lectures	10	Written exam	60
Practical exercises	10	Oral exam	
Colloquium	20	
Essay			