

MINISTRY OF HEALTH OF UKRAINE
DANYLO HALYTSKY LVIV NATIONAL MEDICAL UNIVERSITY

SYLLABUS

«Psychology of communication»

Professional training of the second (master's) level of higher education in the field of 22 "Health care", specialty 221 "Dentistry"

2023-2024

1. General information	
Faculty name	Dentistry
Educational program	22 Health care, 221 Dentistry, second (master's) level of higher education, full-time
Studying year	2023-2024
Discipline name, code	Psychology of communication BB 1.11. https://new.meduniv.lviv.ua/kafedry/kafedra-psyhiatriyi-psyhologiyi-ta-seksologiyi/
Department	Department of Psychiatry, Psychology and Sexology Address: 95, Kulparkivskastreet;tel: +380322954964, e-mail: kaf_psychiatrists@meduniv.lviv.ua
Head of the Department	Professor R.I. Bilobryvka e-mail: kaf_psychiatrists@meduniv.lviv.ua
Year of studies	1 year of studies
Semester	1,2 semesters
Type of discipline	optional
Lecturers	Prof. L.V. Rakhman rakhman@polynet.lviv.ua Associate Prof. B.V. Kulyk bogdankulyk@ukr.net Associate Prof. O. Yu. Plevachuk oplevachuk@ukr.net Assistant Prof. A.R. Tsona tsonaandrew@gmail.com Assistant Prof. K.Y. Zakal katernaz97@gmail.com
Erasmus	No
Person in charge of the syllabus	Assoc.Prof. O.Yu. Plevachuk oplevachuk@ukr.net
Number of ECTS credits	2credits
Number of hours	Practical classes -20, Individual work– 40
Language of teaching	English
Information about consultations	Consultations are conducted according to the schedule of consultations, which is put up on the information boards of the department, the website of the department, the platform for distance learning MISA
Address, telephonenumber and work schedule of the clinical base, bureau	Lviv, 95Kulparkivskastreet tel.: +380322954964 Lviv Regional State Clinical Psychiatric Hospital workingtime: Mon – Fri from 8:00 to 19:00
2. Course abstract	
the discipline "Psychology of Communication" is based on the study of philosophy and sociology by students; lays the foundations for students to study medical psychology, social psychology, as well as a number of clinical disciplines, which involves integration with them.	
3. Aim and objectives of the course	
The course "Psychology of Communication" will allow the student to adequately determine the	

socio- and psychogenic factors of disease, to create conditions for psychoprophylaxis, to improve the quality and effectiveness of therapeutic effects. Knowledge of the basics of the communication process in the group will create an optimal psychological climate in the workforce, improve the relationship between doctors, as well as between doctor and patient. Knowledge of the basic principles and rules of effective communication will establish a more complete personal contact with the patient, harmonize his relationships with others, optimize their adaptation to the social environment during rehabilitation. Getting acquainted with the basics of communication psychology will allow the future doctor to find ways to activate the patient's internal reserves to overcome the effects of stress and neurotic issues and to achieve successful social adaptation and fast recovery. The integrity and scientificity of the proposed course is ensured by considering the basic laws of communication, factors of successful communication, basic laws of social perception, features of interactions and acquaintance with effective communication techniques of doctors and patients of different ages and their relatives. The main objectives of studying the discipline "Psychology of Communication" are: to form a system of psychological knowledge in students; master the basic categories and concepts of communication psychology; to acquaint with the laws of formation of the need for communication in the process of ontogenesis; the concept of verbal and nonverbal communication; to consider perceptual mechanisms and effects of social perception; to analyse of the causes of communication difficulties; to promote the decision of questions of construction and the organization of interpersonal interaction in collective, in the analysis of various professional situations, in comprehension of the most effective methods of influence on the personality of the sick person. Competences and learning outcomes, the formation of which is facilitated by the discipline "Psychology of communication" are the following:

general:

1. Knowledge and understanding of the subject area and professional activity and ability to apply them in practice;
2. Personal commitment to the chosen profession and motivational component for achievements in professional activities;
3. Ability to identify, analyze, formulate and solve problems defined by the characteristics of the industry;
4. Ability to learn and be trained in a modern way taking into account the the latest information and communication technologies;
5. Determination and perseverance in terms of tasks and responsibilities;
6. Ability to adequately assess and ensure the quality of the work performed;
7. Ability to work in a team, which requires the acquisition of interpersonal skills;
8. Ability to choose strategic principles of communication to act on the basis of ethical considerations (motives) in socially responsible and conscious ways;
9. Ability to motivate people and move towards a common socially determined goal;
10. Ability to keep a healthy lifestyle, adapt and act in a new (including conflict) situation, flexibility;
11. Constant involvement in the professional decision-making process;

specialised:

1. Ability to think professionally on the basis of analysis and synthesis of medical and psychological knowledge;
2. Ability to apply the acquired psychological knowledge in practical situations determined by the peculiarities of the field of health care;
3. Ability to establish psychological contact with the patient;
4. Ability to take into account the gender and age characteristics of the patient when choosing means and methods of medical and psychological rehabilitation;
5. Ability to apply deontological norms of the doctor's work taking into account the humanistic component, historical heritage and the latest achievements in the field of

<p>medicine;</p> <ol style="list-style-type: none"> 6. Ability to adequately assess the impact of socio-economic and system-value determinants on the health of the individual, family and Ukrainian society as a whole; 7. Knowledge and ability to apply it in the process of therapeutic interaction; 8. Ability to establish psychological contact with the patient; 9. Ability to substantiate the importance of psychological and pedagogical knowledge for future professional activity; 10. Ability to understand the nature and essence of the human psyche; distinguish between conscious and unconscious forms of the human psychemanifestation; 11. Ability to observe, analyze, summarize and systematize psychological facts; 12. Ability to master and apply methods of psychological diagnosis; 13. Ability to determine individual psychological differences of personality by their manifestations in activity and communication, as well as to take into account the individual characteristics of the patient when choosing means and methods of medical care; 14. Ability to identify features of emotion expression and notice their connection with other mental processes in the treatment of diseases; 15. Ability to apply theoretical knowledge of psychology in everyday life and future professional activities; to form in oneself active positive features of the expert personality and related behavior.

4. Course prerequisites

Ability to solve typical and complex specialized problems and practical problems in a professional health care activity, or in a learning process that involves research and / or innovation and is characterized by the complexity and uncertainty of conditions and requirements.

5. Academic results according to the syllabus

List of academic results

Academic result code	Academic result content	Reference to the code of competence matrix
ЗН-1,2,3,6 ФК19	Identify negative environmental factors	ІІр 18
ЗН13, ФК20,21	Investigate the scope and effectiveness of the doctor, department, health care institution; identify defects in activities and the reasons for their formation. Carry out quality control of medical care; identify factors that hinder the improvement of the quality and safety of medical care.	ІІр19,20,22
ЗН 1,2,3,4,6,11,13	Form goals and determine the structure of personal activities.	ІІр20,24,25
ЗН 3,6 Фк 13	Adhere to a healthy lifestyle, use the techniques of self-regulation and self-control	ІІр22,23,24
ЗН 3,4, 6,11, 12,13	To be aware of and guided in professional activities by civil rights, freedoms and responsibilities, to raise the general educational and cultural level.	ІІр24,25
ЗН 1,2,3,4,5,6,7	Adhere to the requirements of	ІІр24

	ethics, bioethics and deontology in professional activities.			
6. Course format and load				
Course format	full-time			
Type of classes	Number of hours	Number of groups		
lectures	-			
practical classes	20			
seminars	0			
Individual work	40			
7. Topics and content of the course				
Type of class code	Topic	Content	Academic result code	Lecturer
Pr-1	Category of communication: definition, structure, functions.	The structure of communication and functions (informational and communicative, regulatory and communicative, affective and communicative). Types of communication. Formation of the need for communication in the process of ontogenesis. Affiliation and altruism as components of communication needs. Indicators of dissatisfaction with the need for communication. The specifics of individual communication in the group. Stages of entering the group. Levels of integration of the individual into the group. Difficulties of communication of the person in the group. Disintegration of the individual in the group: causes and consequences. The concept of deindividuation of the individual in the group. Features of informal relations formation in the process of communication.	3H-1,3,4,9	according to the schedule
Pr-2	The concept of communication, its components.	Types of communication: verbal and nonverbal communication. Types of nonverbal communication. Optical and kinetic, proxemic, paralinguistic and other sign systems. Proxemics. Features of human emotions expression through nonverbal communication. Facial expressions. Visual communication. The meaning of	3H-1,3,4,9	according to the schedule

		gestures, the distance between interlocutors. The value of sounds and smells in communication. The impact of nonverbal communication on people's understanding of each other. Fundamentals of verbal communication. Types of verbal communication. Listening as the main element of verbal communication. Types of listening. Methods of asking questions during the listening. Public speaking as a form of verbal communication. Structure and rules of public speaking.		
Pr-3	The role of social perception and interactions in the communication process.	The role of social perception in the process of mutual understanding. Regularities of forming sympathy for other people. Analysis of perceptual mechanisms (identification, empathy, egocentrism, reflection, stereotyping). Effects of social perception (halo effect, effect of primacy and novelty, priority effect, indulgence effect, causal attribution). The concept of interaction. The main types of interaction in communication. Rituals and manipulations as types of interaction. Trust and pseudo-trust in communication.	3H-1,3,4,9	according to the schedule
Pr-4	Causes of communication difficulties.	Causes of communication difficulties. The concept of shyness, types of shyness. Shamelessness. Types of barriers to communication. Defective communication: accentuations of character, rigidity, anxiety. Destructive communication: deception, lies, selfishness; aggressive-conflict interaction. Conflict interaction as a special form of interaction.	3H-1,3,4,9	according to the schedule
Pr-5	Communication between doctors and patients of different ages.	Communication between doctors and patients of different ages. Communication of the doctor with the patient's relatives. Communication in the work team. The problem of professional burnout.	3H-1,3,4,9	according to the schedule

Pr-6	Communication as a phenomenon of psychology.	The concept of communication in psychology. Communication category: definitions, communication styles. Culture of communication.	3H-1,3,4,9	
Pr-7	Conflicts in the medical field.	The concept of conflict and its functions. Mechanisms of conflict. Conflict classification. The structure of the conflict. Model of psychological analysis of conflict interaction. Strategies of behavior in conflict. Types of conflicting personalities. Techniques of dealing with conflicting people.	3H-1,3,4,9	
Pr-8	Features of human emotions expression through nonverbal communication.	Nonverbal communication and its role in communication with mute patients	3H-1,3,4,9	
Pr-9	Difficulties of interpersonal communication.	Causes of problems in interpersonal communication. Ways of improving. Role of communication in public activity.	3H-1,3,4,9	
Pr-10	Culture of communication.	Rules of communication in different environments. Transcultural aspects of communication.	3H-1,3,4,9	
Ind-1	Categorical apparatus of communication.	Communication category: definitions, Communication styles. Culture of communication.	3H-1,3,4,9	according to the schedule
Ind-2	Communication as a human need.	Culture of communication.	3H-1,3,4,9	according to the schedule
Ind-3	Characteristics of the communicative side of communication.	The concept of communication, its components. Types of communication.	3H-1,3,4,9	according to the schedule
Ind-4	Conceptual provisions of "symbolic interactionism".	The concept of dignity and tolerance. Patience, endurance.	3H-1,3,4,9	according to the schedule

Ind-5	Transactional analysis by E. Bern	Transactional analysis by E. Bern	3H-1,3,4,9	according to the schedule
Ind-6	Features of role interpersonal interaction.	Communication between doctors and patients of different ages. Communication of the doctor with the patient's relatives. Communication in the work team.	3H-1,3,4,9	according to the schedule
Ind-7	Psychological bases of influence in the process of communication.	Communication styles. Culture of communication.	3H-1,3,4,9	according to the schedule
Ind-8	Conflicts in the medical field.	The concept of conflict and its functions. Mechanisms of conflict. Conflict classification. The structure of the conflict. Model of psychological analysis of conflict interaction. Strategies of behavior in conflict. Types of conflicting personalities. Techniques of dealing with conflicting people.	3H-1,3,4,9	according to the schedule
Ind-9	Application of conflict management to problem solution.	Conflict interaction as a special form of interaction.	3H-1,3,4,9	according to the schedule
Ind-10	Ethics of medical communication as a manifestation of the culture of feelings.	The concept of communication ethics. The concept of dignity and tolerance. Patience, endurance. Trust and understanding. Humanization of communication. Exchange of spiritual potential in communication between doctor and patient.	3H-1,3,4,9	according to the schedule

8. Academic results verification

Current control is carried out during training sessions and aims to check the students knowledge of the educational material. Assessment forms of current educational activities include control of theoretical and practical knowledge. The final grade for the current performance is given in accordance with the 4-point (national) scale.

Academic result code	Type-of-class code	Method of academic results verification	Passing criteria example
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ЗН-1-15, УМ-1-15, К-1, АВ-1	Practical classes -20, Students' individual work-40	Test control: the student receives 10 tests, answers and receives the result in points (from 0 to 10) and percent (from 0 to 100). Individual oral examination of theoretical material is included in methodological developments on relevant topics;	Test control: from 5-6 (50-60%) - satisfactory; 7-8 (70- 80%) - good; 9-10 (90- 100%) - excellent. Answer to the teacher's question: the student answered all the teacher's questions, demonstrated the ability to think logically - excellent. The student answered all the teacher's questions, demonstrated the ability to think logically, made 1-2 mistakes or inaccuracies - well. The student answered some questions of the teacher, demonstrated the ability to think logically, but is confused in the diagnosis - satisfactory.
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Final control

General assessment system	Participation in the classwork during the semester 100% according to a 200-point scale	
Assessment scales	traditional 4-point scale, multi-point (200-point) scale, ECTS rating scale	
Conditions of admission to the final control	the student attended all practical classes and received at least 120 points for current performance	
Type of final control	Methods of final control	Passingcriteria
Credit	All topics listed must be credited during current control. Scores on a 4- point scale are converted into points on a multi-point (200-point) scale in accordance with the Regulations "Evaluation criteria, rules and procedures of students' academic results assessment"	Maximum number of points - 200. Minimum number of points- 120

The maximum number of points that a student can score in the discipline for the current educational activities and the performance of an individual task - 200 points.
Students' independent work is evaluated during the current control in a practical lesson.

The number of points is set in accordance with the average score and is set according to the above table or by the formula:

Average score $\times 200/5$.

9. Course policy

The policy of the discipline is determined by a system of requirements for the student in the study of the discipline and is based on the principles of academic integrity. Students are explained the value of acquiring new knowledge, academic standards that must be followed, why they are important, what is academic integrity, what are its values and functions, how students can contribute to its development by their actions; the essence, features and reasons of inadmissibility of academic plagiarism are explained, students of higher education are encouraged to independently carry out educational tasks, to refer correctly to sources of information in case of borrowing of ideas, statements, information. The policy of the discipline is: mandatory observance of academic integrity by students, namely: - independent performance of all types of work, tasks, forms of control provided by the work program of this discipline; - links to sources of information in case of use of ideas, developments, statements, information; - observance of norms of the legislation on copyright and related rights.

10.Literature

Basic resources:

1. Roehner J., Shulz A. Psychology of communication. Springer Nature Switzerland. – 2021. – 128 p.
2. Covey C., Manson D. Communication Psychology: A 4 In 1 Books Collection, Learn How to Communicate Intelligently and Become More Relevant and Persuasive In Your Communication with Emotional Intelligence. – Ind.Publ. – 2019 – 253 p.
3. Pagano M.V. Health Communication for Health Care Professionals: An Applied Approach 1st Edition. - Springer Publishing Company. – 2016. – 296p.
4. Wright B.L. Communication Skills: Challenges, Importance for Health Care Professionals and Strategies for Improvement. – Novapublishers, 2016. – 122p.
5. Brown J. Clinical Communication in Medicine /J. Brown et all. - Wiley- Blackwell, 2016. – 280 p.

Aditonal resources

1. Khaw A. Communication for Healthcare Professionals: Communication Skills Program. - Kendall Hunt Publishing. -2010. – 246p.
2. Fitzgerald A. Healing Conversations: Essential Communications for Healthcare Professionals. - Createspace Independent Pub. – 2014. – 116p.
3. Blackstone S.W. Patient-Provider Communication: Roles for Speech-Language Pathologists and Other CAre Professionals / S.W. Blackstone et all.- Plural Publishing, Inc.- 2015. – 325 p.
4. G.V. Servellen. Communication Skills for the Health Care Professional: Concepts, Practice, and Evidence. - Jones & Bartlett Publishers, 2009. - 485 p.

Informational resources:

1. <https://onlinemeded.org>
2. <https://online.regiscollege.edu>
3. <https://www.e-lfh.org.uk/programmes/communicating-with-empathy/>
4. <https://www.coursera.org>
5. <https://www.futurelearn.com/>

Head of Department

Prof. R.I. Bilobryvka

Compiler

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