

<b>COMMUNICATION SKILLS</b>	
<b>GENERAL INFORMATIONS</b>	
Course coordinator	Assoc. Prof. Ivan Požgain, MD, PhD
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Study Programme	Undergraduate University Study of Medical Laboratory Diagnostics
Status of the course	mandatory
Year of study, semester	1 <sup>st</sup> year, 2 <sup>nd</sup> semester
ECTS	<b>2</b>
Workload (hours)	Lectures: 15; Exercises: 15
Expected number of students	30 - 35
<b>COURSE DESCRIPTION</b>	
<b>Course objectives</b>	
<p>The objective is to familiarize students with the basic concepts relevant to interpersonal communication and underlying content relevant to healthcare communication: in working with people of different ages and health statuses, and in working in teams with professional colleagues. The students will be presented with potential barriers and problems in communicating with patients, and practical advice on how to remove or avoid these barriers. The students will acquire theoretical and practical knowledge of communication skills that will improve their existing skills or enable their improvement through direct and active contact and the exchange of information with others.</p>	
<b>Course requirements and required competences</b>	
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<b>Learning outcomes at the Programme level</b>	
<b>2.2, 2.4, 2.7</b>	
<b>Learning outcomes at the course level</b>	
<p>After attending lectures and exercises, self-learning and successfully passing the exam, the students will be able to:</p> <ol style="list-style-type: none"> <li>1. explain different types and models of communication.</li> <li>2. analyze communication problems.</li> <li>3. explain the methods of resolving conflicts in the working environment.</li> <li>4. classify leadership modes.</li> </ol>	
<b>Course content</b>	
<p><b>Lectures:</b> <i>Communication (introduction):</i> a) Basic characteristics of human communication, b) Communication types, c) Communication models, d) Interpersonal communication; definitions and characteristics of interpersonal communication; verbal and non-verbal communication (features, transmission and function, non-verbal communication channels). <i>Communication skills and competences:</i> a) Elements of communication skills: 1. gradation, 2. focus on individual relational objectives, 3. suitability with regard to social rules and performance, 4. situational determination of communication, 5. involvement of different forms of behavior; b) Conditions for the acquisition of communication skills: 1. Cognitive skills: (empathy, taking social perspectives, sensitivity to the nature of the relationship, knowledge of the situation, self-criticism), 2. Behavioral skills: (interaction involvement, interaction management, behavioral flexibility, listening skills, communication style). <i>Problems and barriers in communication:</i> a) Barriers at an individual level: Emotions and personality traits; Selective listening; Value judgments; Jumping to conclusions; Sexual and cultural differences: b) Barriers at the organizational/institutional level: Specific language of individual professional groups; Source of information; Filtering; Status differences; Tight time constraints; Information overload. <i>Conflict and methods of resolving conflict:</i> a) Why does conflict occur?, b) Features, types and phases</p>	

of conflict, c) Conflict resolution; Methods of resolving conflict; Non-violent conflict resolution; Mediation. *Communication in the working group*: a) Roles in the working group, b) Unsuccessful working group, c) Successful working group, d) How to be a good colleague?. *Leadership*: 1. Leadership theories: a) Trait theories, b) Behavioral theories, c) Situational theories; 2. Leadership styles; autocratic, democratic, laissez-faire.

**Exercises:** Interpersonal communication; Interaction, Interaction management, Behavioral flexibility, Listening skills, Communication style. Non-violent conflict resolution.

#### Form of instruction

Lectures; exercises.

#### Student obligations

Regular attendance and active participation in all forms of instruction are mandatory. The student must participate in at least 70% of classes (exercises, lectures) and sit for all exams. A student excused from exercises must compensate for the absence by sitting for an exam.

#### Monitoring student learning (Interconnectedness of learning outcomes, teaching methods and grading)

Type of exam: written exam.

Teaching activities	ECTS	Learning outcome	Student participation	Assessment methods	Points	
					Min.	Max.
Attendance (lectures, seminars, exercises)	0.2	1-4	Class attendance, Active participation; Completed exercise and an accepted paper	Records	2	20
Final exam	1.8	1-4	Preparation for the final exam	Written exam	48	80
<b>Total</b>	<b>2</b>				<b>50</b>	<b>100</b>

*Valuation of the written part of the final exam:*

Percentage of correctly solved tasks	Points
60.00-64.99	48
65.00-69.99	53
70.00-74.99	58
75.00-79.99	63
80.00-84.99	68
85.00-89.99	73
90.00-94.99	78
95.00-100	80

*Formulation of the final grade:*

Points achieved in class are combined with points achieved on the final exam. The grading shall be carried out by using absolute distribution, i.e. shall be based on the final achievement and compared to the numerical system as follows:

A – excellent (5): 90-100 points; B – very good (4): 80-89.99 points; C – good (3): 65-79.99 points; D – sufficient (2): 50-64.99 points.

<b>Mandatory reading (available in the library or in other mediums)</b>		
Title	Number of copies in the library	Availability in other mediums
Lučanin, D. and Despot Lučanin, J. Komunikacije vještine u zdravstvu [Communication Skills in Healthcare], Jastrebarsko, Naklada Slap, 2010	20	
<b>Additional reading</b>		
<ol style="list-style-type: none"> <li>1. Kathleen K. Reardon. Interpersonalna komunikacija – Gdje se misli susreću [Interpersonal Communication: Where Minds Meet], Zagreb, Alineja, 1998</li> <li>2. Havelka Mladen. Zdravstvena psihologija [Health Psychology], Jastrebarsko, "Naklada slap"; - Chapter 2: (27-42). (1998)</li> <li>3. Donald C. Pennington. Osnove socijalne psihologije [Essential Social Psychology], Jastrebarsko, "Naklada Slap", 1996</li> </ol>		
<b>Quality monitoring methods ensuring the acquisition of competences upon completion</b>		
An anonymous, quantitative, standardized student survey on the course and the work of professors conducted by the Quality Assurance Offices of the Faculty of Medicine Osijek.		
<b>Note</b>		
E-learning does not count towards course instruction hours, but it is used in class and contains links to different pages, video and audio materials available online.		