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| **NAME OF THE COURSE** | | COMUNICATION SKILLS FOR MEDICINE II | | | | | | | | | | | | |
| **Code** |  | | | Year of study | | | | | 4, 5, 6 | | | | | |
| Course teacher | Varja Đogaš | | | Credits (ECTS) | | | | | 2 | | | | | |
| Associate teachers | Slavica Kozina  Vesna Antičević | | |  | | | | | L | S | | E | | F |
| 10 |  | | 15 | |  |
| Status of the course | Elective | | | Percentage of application of e-learning | | | | | 0 | | | | | |
| **COURSE DESCRIPTION** | | | | | | | | | | | | | | |
| Course objectives | The aim of this elective is not only to improve what students already learned about Communication Skills, but to enlighten some common mistakes and to learn how to communicate in many specific situations. | | | | | | | | | | | | | |
| Course enrolment requirements and entry competences required for the course | Communication skills in medicine I | | | | | | | | | | | | | |
| Learning outcomes expected at the level of the course (4 to 10 learning outcomes) | There is no formula or short-cut for learning communication skills as we have to engage differently to each patient, but we can start right now. There, are however, certain approaches and skills that help us to communicate more effectively, and the evidence strongly suggests that communication skills can be taught and learned so we expect that at least some of them are going to be acquired during the elective depending on each attendant. The course will provide insight into the role of empathy, assertiveness and active listening in professional but also everyday’s life. | | | | | | | | | | | | | |
| Course content broken down in detail by weekly class schedule (syllabus) | 1. Guidelines on communicating with children and young people ; old people  2. Communication with a patient’s family  3. Mistakes, complaints and litigation  4. Challenging consultations: special problems in doctor-patient communication  5. Communicating with patients and colleagues: learning more about how personal issues affect professional relationships | | | | | | | | | | | | | |
| Format of instruction | x lectures  x practicals and workshops | | | | |  | | | | | | | | |
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| Student responsibilities | Read the provided materials. | | | | | | | | | | | | | |
| Screening student work *(name the proportion of ECTS credits for each* *activity so that the total number of ECTS credits is equal to the ECTS value of the course)* | Written examination (1 ECTS) | | In-course discussion (1 ECTS) | |  | |  |  | | | | |  | |
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| Grading and evaluating student work in class and at the final exam | Written examination, In-course discussion | | | | | | | | | | | | | |
| Required literature (available in the library and via other media) | **Title** | | | | | | | | **Number of copies in the library** | | **Availability via other media** | | | |
| Journal articles in the topic of communication skills | | | | | | | |  | | Yes | | | |
| Lloyd M, Bor R.Communication Skills for Medicine, Elsevier, 2009. | | | | | | | |  | | Yes | | | |
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| Optional literature (at the time of submission of study programme proposal) |  | | | | | | | | | | | | | |
| Quality assurance methods that ensure the acquisition of exit competences |  | | | | | | | | | | | | | |
| Other (as the proposer wishes to add) |  | | | | | | | | | | | | | |