


<b>University of Niš</b> <b>Faculty of Medicine</b>	<b>Study program:</b> <b>INTEGRATED ACADEMIC STUDIES OF MEDICINE</b> <b>ACCREDITATION 2018</b>	
<b>Course: Communication skills</b>		
<b>Course head:</b> Prof. dr Miodrag Stanković		
<b>Course status:</b>	Elective	
<b>Semestar:</b> VI	<b>Study year:</b> III	
<b>ECTS:</b> 4	<b>Course code:</b> M-III-20.a	
<b>Course purpose:</b>		
Introduction to the basic principles of communication and skills, stressing adequate professional communication in the work with patients and medical staff.		
<b>Course outcome:</b> (knowledge, skills, attitudes)		
Acquisition of knowledge about the communication process, self-confident and effective communication, types and characteristics of different styles of communication, specific aspects of adequate and inadequate written, verbal and non-verbal communication.		
Students learn the skills of written, verbal and non-verbal communication in patient work and during team work with other medical staff and in everyday interpersonal communication. Basic skills of interpersonal problem solving are also taught.		
Positive attitudes are developed about the necessity of adequate professional communication, interpersonal problem resolution, and compromising..		
<b>Number of classes of active teaching: 45</b>		
<b>Lectures:</b> 30	<b>Practice:</b> 15	
<b>Course content</b>		
<i>Theory.</i> Communication (definition, verbal & nonverbal, communication styles). Assertivity (definition, types of assertive & non-assertive behavior – passive, aggressive style, types of assertivity, „I“ sentences & „you“ sentences, types of assertive techniques). Importance of non-verbal communication, body language (stature, eye contact, height and strength of voice, mimic, notion of personal space...). Ability to listen. Barriers to good communication. Negotiation. Communication between medical workers (behavior codes, etiquette, clothes). Doctor – patient communication (problematic reactions, adequate reactions). Problem solving techniques and relaxation techniques. Burn out – definition, causes, overcoming. Aggressive & passive communication styles.		
<i>Practice.</i> Assertive training, social skills training, non-verbal communication training, written communication training, adequate workplace communication, anti-stress skills (poor interpersonal relations).		
<b>Recommended literature:</b>		
1. Tomić Z. Komunikologija. Beograd, 2003.		
<b>Teaching methods:</b>		
<ul style="list-style-type: none"> <li>▪ Theory</li> <li>▪ Practice</li> <li>▪ Consultations</li> </ul>		
<b>Required previously passed exams:</b>		
None		
<b>Grade (max. 100 points)</b>		
<b>Pre-exam obligations</b>		
<ul style="list-style-type: none"> <li>▪ Activity during classes: 0 – 20 points</li> <li>▪ Poseta predavanjima: 0 – 10 points</li> </ul>		
<b>Final exam</b>		
<ul style="list-style-type: none"> <li>▪ Written exam: 0 – 70 points</li> </ul>		