

**CLASSES FOR THE FOREIGN STUDENTS
1ST YEAR**

№ 1. Communication of health professionals

1. Communication. Objectives. Definition.
2. The main principles and objectives of communication in health care.
3. Communication's scheme.
4. Communication process. Postures, facial expressions and gestures. Tactical means of communication.
5. Types of communication of health workers. (*self-learning*)
6. Communication through the channels of communication (formal communication, informal communication). (*self-learning*)

LITERATURE

- Bowditch, James L. A primer on organizational behavior / James. L. Bowditch, Anthony F/ Buono. - 3rd ed. - 521 p.
- Social Psychology Readings [Text]: a Century of Research / Ed. A. G. Halberstadt and S. L. Elly-Son. - New York: McGraw-Hill, inc., 1990. - 490 p.
- The Nurse, Self & Society [Text] : an Introduction to Applied Behavioral Sciences for Nurses and Health Care Professionals / Ed. P. French. - Hong Kong : Waverly Info-Med Ltd, 1995. - 368 p.
- Lecture № 1 in the course "Communication in Medicine"

№ 2. Leadership

1. "Leadership" and "management". Objectives. Definition.
2. Styles and types of leadership, their characteristics.
3. The role of a leader in an organization.
4. Classification of the leaders on the situation in the organization.
5. Leadership criteria. (*self-learning*)
6. Top-manager's lessons. (*self-learning*)

LITERATURE

- Bowditch, James L. A primer on organizational behavior / James. L. Bowditch, Anthony F/ Buono. - 3rd ed. - 521 p.
- Kreiter, Robert. Organizational behavior [Text] / R. Kreiter, A. Kimcki. - 3-rd ed. - Chicago : Irwin, 1995. - 606 p.
- Social Psychology Readings [Text]: a Century of Research / Ed. A. G. Halberstadt and S. L. Elly-Son. - New York: McGraw-Hill, inc., 1990. - 490 p.
- Lecture № 2 in the course "Communication in Medicine".

№ 3. The organization of the communication process in health care

1. Principles of effective communication in health care (neutral, competent, ethical, reliable, equitable).
2. Communication between the organization and its environment.
3. Health communication models (therapeutic communication model, the model of "ideas about health", interactional model, explaining the model).
4. The organization of the communication process.
5. The elements and stages of the communication process.

LITERATURE

- Social Psychology Readings [Text]: a Century of Research / Ed. A. G. Halberstadt and S. L. Elly-Son. - New York: McGraw-Hill, inc., 1990. - 490 p.
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№ 4. Basic principles of successful interpersonal communication

1. Techniques of verbal and nonverbal communication.
2. Formation of interpersonal skills (active listening, conversation management, types of questions, feedback).
3. Methods of promoting belief in the patient's treatment adherence and commitment to it.
4. The basic principles of educational work with the patients.
5. The relationship "doctor - patient".

LITERATURE

- Psychology/Ed. K.G.Duffy. - 26th ed. - Sluice Dock: Dushkin Publishing Gr., 1996. - 276 c.
- Social Psychology Readings [Text]: a Century of Research / Ed. A. G. Halberstadt and S. L. Elly-Son. - New York: McGraw-Hill, inc., 1990. - 490 p.
- The Nurse, Self & Society [Text] : an Introduction to Applied Behavioral Sciences for Nurses and Health Care Professionals / Ed. P. French. - Hong Kong : Waverly Info-Med Ltd, 1995. - 368 p.
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№ 5. Methods of communication skills formation

1. Formation and development of communicative skills necessary for effective communication between doctor and patients, patients' relatives and colleagues in different situations.
2. General principles of effective communication.

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3. Verbal and non-verbal communication with the patient.
4. The main psychological determinants of development of the doctor's communicative competence.
5. Basic communication skills in the "doctor-patient" relationships: an adequate physical environment, greeting patients, active listening, empathy, respect, interest, warmth and support, language, the relationship of cooperation, closed interview, skills of information collection, silence, information flow control, summation.
6. Medical interview and basic communication skills of its holding.

LITERATURE

- Kreiter, Robert. Organizational behavior [Text] / R. Kreiter, A. Kimcki. - 3-rd ed. - Chicago : Irwin, 1995. - 606 p.
- The Nurse, Self & Society [Text] : an Introduction to Applied Behavioral Sciences for Nurses and Health Care Professionals / Ed. P. French. - Hong Kong : Waverly Info-Med Ltd, 1995. - 368 p.
- Simons, Janet. Human Adjustment [Text] / J. A. Simons, S. Kalichman, J. W. Santrock. - Madison : WCB. Brown & Benchmark, 1994. - 318 p.

№ 6. Scripts and communication technology

1. Technique of using communicative methods (scripts).
2. Algorithms for communications, the set of language models needed for the effective and conflict-free doctor-patient interaction, interaction with patient's relatives and colleagues in different situations.
3. Using of scripts in oft-repeated situations.
4. Modeling of communicative scenarios: scenario beliefs, "the language of benefits for the patient and the doctor," mirroring, etc.
5. Communicative skills and a set of key phrases to work with "objection".
6. The use of scripts when greeting, collection the anamnestic data, summarizing a conversation with the patient, conflict resolution.

LITERATURE

- Simons, Janet. Human Adjustment [Text] / J. A. Simons, S. Kalichman, J. W. Santrock. - Madison : WCB. Brown & Benchmark, 1994. - 318 p.

№ 7. Public Speaking Technology

1. The essence of the concept of public speaking.
2. Personality of speaker.
3. The selection and study of literature. Formation of skills of drawing up the plan performance and prepare for the performance.
4. Methods and audience management techniques.

5. Self-organization of public speaking.
6. The use of various means of communication.
7. Non-verbal means of communication.
8. The basic rules of presentation.

LITERATURE

- Lecture № 1 in the course "Communication in Medicine".

№ 8. Communication barriers in the communication process

1. The emergence of communicative barriers in the process of doctor-patient interaction, communication with patient's relatives and colleagues in different situations.
2. Communication barriers of social and psychological character: phonetic, semantic, stylistic, logical, socio-cultural, low level of awareness, interest and responsibility of population for their own health.
3. Limitations of the communication process in the health sector.

LITERATURE

- Guirdham, M. Interpersonal Skills at Work: Prentice Hall, 1995.- 610 p.
- Kreiter, Robert. Organizational behavior [Text] / R. Kreiter, A. Kimcki. - 3-rd ed. - Chicago : Irwin, 1995. - 606 p.
- Simons, Janet. Human Adjustment [Text] / J. A. Simons, S. Kalichman, J. W. Santrock. - Madison : WCB. Brown & Benchmark, 1994. - 318 p.
- Lecture № 3 in the course "Communication in Medicine".

№ 9. Modern technologies of the patients and population informing

1. Medical information as a channel of communication in the implementation of scientific and practical programs in public health.
2. Practical ways of adapting text and informational messages.
3. Electronic media – TV, radio, local radio stations, print media – newspapers, magazines, professional publications, print media of organizations, amateur publications; Internet and email; Internet communication media (social networks); advertising.

LITERATURE

- Thought Leaders. Essays from health innovators /Ed. Kevin Dean,- Premium Pub., 2004
- Lecture № 3 in the course "Communication in Medicine".

№ 10. Modern technologies of the patients and population informing (self-learning)

1. Publications and presentations in the media.
2. Organization and participation in activities dedicated to World health Days.

LITERATURE

- Thought Leaders. Essays from health innovators /Ed. Kevin Dean,- Premium Pub., 2004
- Lecture № 3 in the course "Communication in Medicine".

№ 11. Peculiarities of communication with patients with different nosological forms of diseases

1. Ethical and deontological problems of interaction of health workers with patients with different nosological forms of diseases.
2. Basic principles of communication: partnerships, focusing on priorities, needs and the patient's point of view, the principle of self-regulation.
3. Behavioral and communicative skills of a doctor working with patients with malignancies, HIV infection and other socially significant diseases.

LITERATURE

1. The Nurse, Self & Society [Text] : an Introduction to Applied Behavioral Sciences for Nurses and Health Care Professionals / Ed. P. French. - Hong Kong : Waverly Info-Med Ltd, 1995. - 368 p.

№ 12. Features of communication in palliative medicine. Guidelines and policies of the World Health Organization (self-learning)

1. Behavioral and communication skills in palliative medicine.
2. Peculiarities of communication with patients, relatives of patients and colleagues in hospices, palliative care departments of General hospitals and dispensaries, outside of health care organizations.
3. Key recommendations and policy for the provision of medical assistance in accordance with the recommendations of the World health organization.
4. Prevention of reactive depression.
5. Psychological assistance to the family.
6. Suicidal risk in palliative medicine.
7. "Burnout" among health care workers.

LITERATURE

Department of Psychology and Pedagogy//

- Dying, Death, and Bereavement [Text] / Ed. G. E. Diskinson. - 4th ed. - Sluice Dock : The Dushkin Publishing Group, inc., 1993. - 246 p.
- Kreiter, Robert. Organizational behavior [Text] / R. Kreiter, A. Kimcki. - 3-rd ed. - Chicago : Irwin, 1995. - 606 p.
- Lecture № 3 in the course "Communication in Medicine".