

**Academic programme
component**

**31.05.01 General Medicine
programme**

**B1.B.04
discipline code**

SYLLABUS

**Discipline
(module)**

Doctor's Communication Skills

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Head of the Department



signature

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Clarification

Discipline volume: 2 credit points

1. Discipline (module) training results correlated with the indicators of competencies achievement determined by the educational programme

Competency	Indicators of competency achievement	Discipline (module) training results
УК-3: Can manage and lead teamwork and design strategies for achieving team goals	ИД-1ук-3 Develops a strategy for cooperation and on its basis organizes the team work to achieve the goal	To know: <ul style="list-style-type: none"> - the principles of effective communication with patients, patients' relatives and colleagues; - the main types of communication that are used by a doctor at work; - the structure of the medical interview; - the barriers to effective doctor-patient interaction; - the methods of effective communication between the doctor, the patient, and the patient's relatives in difficult situations; - the basic requirements for the doctor's personality; - the importance of communication skills improvement in of a doctor.
	ИД-2ук-3 Plans team work, distributes assignments and delegates authority to team members; organizes the exchange of ideas and opinions	
	ИД-3ук-3 Overcomes disagreements and conflicts arising in the team on the basis of taking into account the interests of all parties	
УК-4: Can use modern communication technologies (including those available in the foreign languages) for academic and professional interactions	ИД-1ук-4 Uses modern communication technologies to establish and implement academic and professional contacts	To be able to: <ul style="list-style-type: none"> - apply the principles of effective communication with patients, patients' relatives and colleagues; - select and use the appropriate patient-entered medical interview model; - establish initial contact with the patient on the basis of mutual understanding and trust; - determine the cause of the patient's visit to the doctor; - listen attentively to the patient and answer their questions clearly; - use methods of verbal and non-verbal communication with the patient; - use open-ended and closed-ended questions during a medical interview; - form effective relationships with the patient and the patient's relatives; - inform the patient properly; - show sensitivity, care, and compassion when communicating with the patient and their family members; - respect patient's privacy, comfort, and safety; - comply with the principles of medical confidentiality; - understand the importance of communication skills improvement in of a doctor.
	ИД-2ук-4 Carries out the exchange of oral and written information using the official language of the Russian Federation for academic and professional interaction	
	ИД-3ук-4 Carries out the exchange of oral and written information using foreign language(s) for academic and professional interaction	
ПК-6: Can keep medical records and organize the work of paramedical personnel	ИД4-ПК-6. Provides internal quality and safety control of medical care within the scope of job responsibilities	To have: <ul style="list-style-type: none"> - the skills in effective medical interview with the patient; - the skills in building doctor-patient

		relationships as well as their relatives and colleagues; - skills in documenting data about the patient at the end of the medical interview.
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2. Discipline (module) contents

Topic 1. The concept of communication skills.

The communication process. Communication as an independent form of human activity. Communicative competence. Professional communication. The expediency of using communication in the work of a doctor. General principles of effective communication with patients, relatives and various healthcare professionals.

Topic 2. Medical interview.

The introduction. The final part of the interview section. Disadvantages of conducting interviews. Active listening. Interview guide. Verbal communication. Non-verbal communication. Communication distance, personal space. Eye contact. Facial expressions, poses, gestures. Information exchange skills. Closing the interview. Transactional analysis. Structural analysis. The main models of building a doctor-patient relationship.

Topic 3. The patient's psychology

Types of attitude to the disease. Patients' psychological (behavioural) reactions to the disease. Patients' psychological (behavioural) reactions to the disease. Barriers to effective doctor-patient interaction. Approaches to building doctor-patient relationships in difficult and emergency situations.

Topic 4. Doctor's personality.

Doctor's role and responsibility in society. Types of doctors. Psychological requirements for the doctor's personality. Doctor professional deformation. Doctor's leadership qualities and their importance in profession. Features of interpersonal communication with colleagues.

3. Training support materials

- multimedia presentations on the discipline (module) are available on MAU LMS Moodle;
- practical training manuals are available on MAU LMS Moodle;
- learning materials are available on MAU official website at «Информация по образовательным программам, в том числе адаптированным».

4. Discipline (module) assessment materials

Discipline assessment materials is a separate document within the educational programme, it includes:

- a list of competencies indicating the stages of their achievement within the discipline (module);
- formative assessment tasks;
- interim assessment tasks;
- tasks for internal assessment of education quality.

5. The list of main and supplementary literature (printed sources, electronic textbooks and

(or) resources of Digital Library Systems)

Main literature

1. Psikhologiya obshcheniya: kurs lektsii : [16+] / avt.-sost. N. V. Kozlovskaya ; Ministerstvo nauki i vysshego obrazovaniya Rossiiskoi Federatsii, Severo-Kavkazskii federal'nyi universitet. – 2-e izd., pererab. i dop. – Stavropol' : Severo-Kavkazskii Federal'nyi universitet (SKFU), 2018. – 263 p.: il. – Access: by subscription. – URL: <https://biblioclub.ru/index.php?page=book&id=563356>
2. Formirovanie kommunikativnykh navykov budushchikh vrachei v obshchenii s patientsami : uchebnoe posobie / sostaviteli N. V. Tikhonova, O. A. Kornilova. — Krasnoyarsk : KrasGMU im. prof. V.F. Voino-Yasenetskogo, 2020. — 115 p. — Tekst : elektronnyi // Lan' : elektronno-bibliotechnaya sistema. — URL: <https://e.lanbook.com/book/167123>

Supplementary literature

1. Kolyagin, V.V. Kommunikatsii v meditsine. Osnovy transaktsionnogo analiza: posobie dlya vrachei / V.V. Kolyagin. – Irkutsk: RIO GBOU DPOIGMAPO, 2012. – 60 p.

6. Professional databases and information reference systems

1. Electronic library system “Lan”. Online access at <https://e.lanbook.com/>
2. Electronic library system “Yurait”. Online access at <https://biblio-online.ru/>
3. Electronic library system “University Library Online”. Online access at <http://biblioclub.ru/>
4. Electronic library system “Student Consultant” Electronic library of the technical university”. Online access at <http://www.studentlibrary.ru/>

7. The list of licensed and openly distributed software, including domestic software

- 1) MS Office
- 2) Windows 7 Professional;
- 3) Windows 7 Professional
- 4) Windows 10
- 5) 7Zip;
- 6) Adobe Reader;
- 7) Mozilla FireFox;
- 8) LibreOffice.org

8. Ensuring mastering the discipline for people with special needs

Students with special needs are provided with printed and (or) electronic educational resources adapted to their needs.

9. The material and technical support of the discipline (module) is presented in the appendix to the academic programme “Material and technical conditions for the implementation of the academic programme” and includes:

- technically equipped classrooms for conducting training sessions provided for the Specialist programme;

- spaces for self-study work equipped with computer, Internet connection and access to MAU LMS Moodle;

Replacement of the equipment with its virtual counterparts is allowed.

10. Study load distribution by the type of educational activity

Table 1. Study load distribution

Type of educational activity	The discipline (module) study load distribution by the forms of training	
	Full-time	
	Year / Semester	Total hours
	3/5	
Lectures	12	12
Seminars	16	16
Self-study	44	44
Preparation for interim assessment	-	-
Total hours on the discipline/ in the form of seminars	72	72
	-	-

Interim and formative assessment

Credit	+	+
Number of reports	1	1

The list of seminars by the forms of education

No.	Seminar topics
1	2
	Full-time
1	<p>Topic 1. The concept of communication skills.</p> <ol style="list-style-type: none"> 1. The communication process. 2. Communication as an independent form of human activity. 3. Communicative competence. 4. Professional communication. 5. The expediency of using communication in the work of a doctor. 6. General principles of effective communication with patients, relatives and various healthcare professionals.
2	<p>Topic 2. Medical Interview</p> <ol style="list-style-type: none"> 1. The introduction. 2. The final part of the interview section. 3. Disadvantages of conducting interviews. 4. Active listening. 5. Interview guide. 6. Verbal communication. 7. Non-verbal communication. 8. Communication distance, personal space. 9. Eye contact. 10. Facial expressions, poses, gestures. 11. Information exchange skills. 12. Closing the interview. 13. Transactional analysis. 14. Structural analysis. 15. The main models of building a doctor-patient relationship.

3	<p>Topic 3. The psychology of the patient</p> <ol style="list-style-type: none">1. Types of attitude to the disease.2. Patients' psychological (behavioural) reactions to the disease.3. Patients' psychological (behavioural) reactions to the disease.4. Barriers to effective doctor-patient interaction.5. Approaches to building doctor-patient relationships in difficult and emergency situations.
4	<p>Topic 4. Doctor's personality.</p> <ol style="list-style-type: none">1. Doctor's role and responsibility in society.2. Types of doctors.3. Psychological requirements for the doctor's personality.4. Doctor professional deformation.5. Doctor's leadership qualities and their importance in profession.6. Features of interpersonal communication with colleagues.