



SECOND YEAR OF STUDIES

school year 2023/2024.

COMMUNICATION SKILLS

Course:

COMMUNICATION SKILLS

The course is evaluated with 4 ECTS. There are 3 hours of active teaching per week (2 hours of lectures and 1 hour for work in a small group).

TEACHERS AND ASSOCIATES:

SN	Name and surname	Email adress	title
1.	Vladimir Janjić	vladadok@yahoo.com	professor
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COURSE STRUCTURE:

Module	Module name	Week	Lectures per week	Work in a small group per week	Module manager
1	Communication skills basics	6	3	1	Professor Vladimir Janjić
2	Special types of communication skills	9	3	1	Assistant professor Branimir Radmanović
					$\Sigma 45+15=60$

The student masters the subject in modules. The grade is equivalent to the number of points earned (see tables). Points are earned in three ways:

SEMINAR PAPERS: In this way, the student can earn up to 20 points. Each student receives a topic for a seminar paper in each module that he teaches in written form. The preparation, content and form of the seminar paper are evaluated. A list of topics for term papers will be offered to students at the beginning of each module.

EVALUATION OF THE CLINICAL SEMINAR: In this way, the student can gain up to 20 points. Preparedness, manner of presentation, inclusion of others in the discussion are evaluated. The list of topics for clinical seminars will be offered to students in the first term of the course (one seminar can be prepared by one or more students).

FINAL TEST: In this way, the student can gain up to 60 points

MODULE		MAXIMUM POINTS			
		seminary work	seminar	final test	Σ
1	Communications skills basics	20	20	60	
2	Special types of communication skills				
Σ		20	20	60	100

The final grade is formed as follows:

In order to pass the course, the student must obtain a minimum of 51 points and pass all modules.

To pass the module the student must:

1. obtains more than 50% of the points provided for the seminar work

2. obtain more than 50% of the points provided for the clinical seminar

3. pass the final test, i.e. have more than 50% correct answers.

the number of points earned	grade
0 – 50	5
51 – 60	6
61 – 70	7
71 – 80	8
81 – 90	9
91 – 100	10

FINAL TEST

EVALUATION OF THE FINAL TEST

The test has 60 questions

Each question is worth 1 point

LITERATURE:

TITLE OF THE TEXTBOOK	AUTHORS	PUBLISHER	The library	Reading room
Communication skills	Milutin M. Nenadović	University of Pristina, Faculty of Medicine	yes	yes
Health communication skills	Vladimir Janjić Marina Petrović	Faculty of Medical Sciences, University of Kragujevac	yes	yes

All lectures are available on the website of the Faculty of Medical Sciences: www.medf.kg.ac.rs

THE PROGRAM:

FIRST MODULE: BASICS OF COMMUNICATION SKILLS

TEACHING UNIT 1 (FIRST WEEK):

INTRODUCTION TO COMMUNICATION SKILLS

Lectures 2 classes	Practices 1 class
<p>Basic principles of communication. History of Communication Skills. The concept of empathy. Assertiveness.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Getting to know the history of communication skills• Understand the basic types of communication• Getting to know the concept and meaning of empathy<ul style="list-style-type: none">• Understand the practical importance of applying assertiveness in communication	<p>Значај адекватне комуникације у медицини</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Understanding the role of adequate communication in medicine• Acquaintance of students with the method of preparation and presentation of the seminars they will prepare

TEACHING UNIT 2 (SECOND WEEK):

VERBAL AND WRITTEN COMMUNICATION SKILLS

Lectures 2 classes	Practices 1 class
<p>Verbal communication management skills. How to communicate in writing.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Learn how to adequately communicate verbally• Learn the meaning of different voice modulations for communication• Understand the importance of emotional tone• Learn how to adequately verbalize different contents• Learn how to communicate in writing with patients and colleagues<ul style="list-style-type: none">• Learn the form of an official address with a request	<p>Assertiveness and empathy in communication with the patient</p> <p>What a student should know:</p> <ul style="list-style-type: none">• They will become familiar with the practical aspects of applying assertiveness and empathy in communication• Practical formulation of a written request

TEACHING UNIT 3 (THIRD WEEK):

NON VERBAL COMMUNICATION SKILLS

Lectures 2 classes	Practices 1 class
<p>Non-verbal forms of communication. The importance of mimicry for communication. Gestural communication.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Learn the importance of non-verbal communication in communication• Learn non-verbal forms of communication• Understand the concept and importance of gestural communication	<p>Practical aspects of non-verbal communication</p> <p>What a student should know:</p> <ul style="list-style-type: none">• They will become familiar with the practical aspects of the application of non-verbal forms of communication in medicine

- Master the skills of facial expression in communication
- Learn how to express your opinion non-verbally

UNIT 4 (FOURTH WEEK):

INFLUENCE OF PERSONALITY CHARACTERISTICS AND SOCIAL SPECIFICITIES ON COMMUNICATION

Lectures 2 classes	Practices 1 class
<p>Personality types and communication. Communication skills depending on the specifics of the personality. Communication depending on cultural and social specificities. Communication with people with special needs.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Get to know different personality types • Learn the communication approach depending on the personality type <ul style="list-style-type: none"> • Understand different cultural and social specificities and their impact on communication 	<p>Practical aspects of communication skills in medicine depending on personality type</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • They will become familiar with the practical aspects of communication in medicine, depending on the type of personality

TEACHING UNIT 5 (FIFTH WEEK):

COMMUNICATION SKILLS WITH THE AUDITORIUM AND IN THE NON-HEALTH SECTOR

Lectures 2 classes	Practices 1 class
<p>Presentation skills. Relations with the public. Communication within the institutions of the system and outside the institutions.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Learn how to prepare a presentation and how to present it • Familiarize yourself with the art of communicating with media representatives • Learn ways of written and verbal communication with representatives of system institutions and the non-health sector (court, social institutions, authorities...) • Master communication with the audience 	<p>How to prepare a Power point presentation</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • They will learn how to make a Power point presentation and how to present the prepared content

COURSE UNIT 6 (SIX WEEKS):

COMMUNICATION SKILLS – PROFESSIONAL ASPECTS

Lectures 2 classes	Practices 1 class
<p>The role of communication skills in health-professional relationships. Professional communication in healthcare. Teamwork. The specifics of communication depending on the professional environment and circumstances.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Master the skills of professional communication in healthcare• Learn how to communicate with members of the healthcare team• • Legal basis of mobbing in business communication	<p>Practical aspects of professional communication in healthcare. Professional communication in different situations.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• They will become familiar with the practical aspects of professional communication in healthcare• • They will become familiar with techniques for overcoming difficulties in different situations of professional communication.

SECOND MODULE: SPECIAL TYPES OF COMMUNICATION SKILLS

UNIT 7 (7TH WEEK):

COMMUNICATION SKILLS WITH PERSONS OF CHILD AND ADOLESCENT AGE

Lectures 2 classes	Practices 1 class
<p>Interview with children and adolescents. Communication with sick children and adolescents. Basic principles of communication with parents of children and adolescents.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Learn an adequate relationship and communication with children of different ages• Learn how to get adequate information about the disease from the child• Master communication skills with adolescents• Understand the specifics of communication with parents of sick children<ul style="list-style-type: none">• • Understand the necessity of adequate communication in preparing children for diagnostic and therapeutic procedures	<p>Specifics of communication with adolescents</p> <p>What a student should know:</p> <ul style="list-style-type: none">• They will become familiar with the specifics of adolescence as an age in the light of adequate communication

UNIT 8 (EIGHTH WEEK):

COMMUNICATION IN GERIATRIC

Lectures 2 classes	Practices 1 class
<p>Communication with the geriatric population. Professional interview with the geriatric population. Communication skills with dementia patients.</p>	<p>Stigmatization and prejudice in communication with the geriatric population.</p> <p>What a student should know:</p>

Communication with agitated demented persons.

What a student should know:

- Get to know the specifics of aging and their impact on communication
- Master communication skills with the geriatric population
 - Understand the specifics of communication with demented patients

- Understand the contribution of inadequate communication and stigmatization of people from the geriatric population.
- Understand and master the specificity of communication with demented persons.

UNIT 9 (NINTH WEEK):

SPECIFICITIES OF COMMUNICATION UNDER THE CONDITIONS OF THE COVID 19 PANDEMIC

Lectures 2 classes	Practices 1 class
<p>Specifics of communication in the conditions of the COVID 19 pandemic. Psychological reaction to infectious disease and restrictive measures. Communication with people suffering from COVID infection. Communication related to the prevention of infectious diseases.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Learn the specifics of communication with people suffering from infectious diseases • Master the majority of communication with those suffering from COVID • Understand the specifics of communication related to the psychological reaction to illness • Learn how to communicate about the prevention of infectious diseases • Learn how to communicate in pandemic conditions. 	<p>Communication skills as part of the prevention of infectious diseases in normal and pandemic conditions.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • They will learn how to communicate with individuals, groups and audiences in emergency conditions (pandemic). • They will learn how to communicate with individuals, groups and audiences in order to adequately prevent infectious diseases

UNIT 10 (TENTH WEEK):

Communication skills in the implementation of diagnostic and therapeutic procedures

Lectures 2 classes	Practices 1 class
<p>Preparation for carrying out diagnostic and therapeutic procedures. Informed consent of the patient. The importance of communication in maintaining and improving compliance.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Learn the importance of adequate communication in preparing patients for diagnostic and therapeutic procedures • Become familiar with the importance of adequately informing the patient and signing the informed consent 	<p>Communication skills as part of preparation for diagnostic and therapeutic procedures</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • They will acquire knowledge about the necessity of providing adequate information to the patient as part of the preparation for diagnostic and therapeutic procedures for the outcome of the procedure.

- Master the ways of adequate communication in order to maintain and improve compliance

UNIT 11 (ELEVENTH WEEK):

COMMUNICATION SKILLS WITH PEOPLE WITH MENTAL DISORDERS

Lectures 2 classes	Practices 1 class
<p>Interview with patients with mental disorders. Communication with patients suffering from affective disorders. Communication with psychotic patients. Communication with aggressive persons.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Learn adequate communication with people with different mental disorders <ul style="list-style-type: none"> • Learn how to communicate with aggressive people 	<p>Stigmatization and prejudice in communication in psychiatry</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Understand the contribution of inadequate communication to the stigmatization of people with mental disorders

UNIT 12 (TWELFTH WEEK):

SPECIFICITIES OF COMMUNICATION WITH DISEASE PATIENTS WITH AN ADVERSE PROGNOSIS

Lectures 2 classes	Practices 1 class
<p>The patient's attitude towards the disease and communication skills. Communication with patients with oncological and other diseases with an unfavorable outcome. Communication with the dying patient and his family.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • To learn different attitudes of patients towards the disease • Master the majority of communication in relation to the different attitudes of patients towards the disease • Learn how to communicate with patients with oncological and other diseases with an unfavorable outcome • Understand the specifics of communication with a dying patient and his family <ul style="list-style-type: none"> • Learn how to tell the family that the patient has died 	<p>Communication with the patient and his family regarding diseases with an unfavorable prognosis</p> <p>What a student should know:</p> <p>They will become familiar with an adequate communication approach to oncological and other patients with an unfavorable prognosis, depending on personal and social characteristics.</p>

UNIT 13 (WEEK THIRTEEN):

COMMUNICATION SKILLS WITH PATIENTS REGARDING PARTICIPATION IN CLINICAL RESEARCH (STUDY)

Lectures 2 classes	Practices 1 class
<p>Interview with a patient participating in a clinical study. Informed consent of the patient. Communication with an associate in treatment.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Acquire basic knowledge about the rules of good clinical practice in connection with the conduct of clinical research • Learn how to conduct an interview with a patient participating in a clinical study • Familiarize yourself with the importance of informed consent and how to inform the patient before signing <ul style="list-style-type: none"> • Master the ways of adequate communication with a treatment associate 	<p>The concept and importance of informed consent in specific populations</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • They will become familiar with the way of explaining and signing informed consent for specific populations (children, people with mental disorders, oncology patients...)

UNIT 14 (FOURTEENTH WEEK):

COMMUNICATION SKILLS IN HEALTHCARE IN ACCORDANCE WITH LEADING LEGAL ACTS

Lectures 2 classes	Practices 1 class
<p>Mastering communication skills in the light of existing legal norms.</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • Acquire knowledge about the necessity of knowing the basic legal norms related to communication <ul style="list-style-type: none"> • Master the ways of communication in accordance with legal norms 	<p>Repetitorium</p> <p>What a student should know:</p> <ul style="list-style-type: none"> • They will refresh the knowledge acquired during previous lectures and seminars, with a special focus on compliance with legal norms

COMMUNICATION SKILL - REPETITORIUM

Lectures 2 classes	Practices 1 class
<p>Mastering the importance of communication skills for the work of healthcare workers.</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Acquire knowledge about the necessity of adequate communication with patients, other healthcare professionals and the non-health sector• Master the ways of communication in accordance with the specifics of the participants in the healthcare process	<p>Repetitorium</p> <p>What a student should know:</p> <ul style="list-style-type: none">• Will renew the acquired knowledge during previous lectures and seminars with a special focus on the specifics of communication with patients, other healthcare workers and the non-healthcare sector.

WEEKLY COURSE SCHEDULE

COURSE	MONDAY
COMMUNICATION SKILLS (2+1)	LECTURES 14:15 - 16:30 (R32)

LESSON SCHEDULE FOR THE COURSE OF COMMUNICATION SKILLS

MODULE	WEEK	TYPE	method unit name	teacher
1	1	L	Introduction to communication skills	Prof. Dr. Vladimir Janjic Asst. Prof. Dr. Branimir Radmanovic
		E	Introduction to communication skills	asist. dr Milan Djordjic, dr Sladjana Veselinovic, dr Ermin Fetahovic
1	2	L	Verbal and written communication skills	Prof. Dr. Mirjana Jovanovic
		E	Verbal and written communication skills	asst. Dr Katarina Nikic Djuricic, asist. dr Milan Djordjic, dr Ermin Fetahovic
1	3	L	Non verbal communication skills	Prof. Dr. Vladimir Janjic
		E	Non verbal communication skills	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr sladjana Veselinovic
1	4	L	The influence of personality characteristics and social specificities on communication.	Prof. Dr. Vladimir Janjic Asst. Prof. Dr. Branimir Radmanovic
		E	The influence of personality characteristics and social specificities on communication..	asst. Dr Nemanja Muric, aist. dr Milan Djordjic, dr Ermin Fetahovic
1	5	L	Communication skills with the audience and in the non-health sector	Asst. Prof. Dr. Branimir Radmanovic Asst. Prof. Dr. Vladimir Sebek
		E	Communication skills with the audience and in the non-health sector	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr sladjana Veselinovic
1	6	L	Communication skills - professional aspects	Asst. Prof. Dr. Branimir Radmanovic Prof. Dr. Vladimir Janjic
		E	Communication skills - professional aspects	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr sladjana Veselinovic
2	7	L	Communication skills with children and adolescents	Prof. Dr. Dragana Ignjatovic Ristic Prof. Dr. Vladimir Janjic
		E	Communication skills with children and adolescents	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr sladjana Veselinovic

LESSON SCHEDULE FOR THE COURSE OF COMMUNICATION SKILLS

MODULE	WEEK	TYPE	method unit name	teacher
2	8	L	Communication in geriatrics	Asst. Prof. Dr. Branimir Radmanovic Prof. Dr. Vladimir Janjic
		E	Communication in geriatrics	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr Sladjana Veselinovic
2	9	L	Specifics of communication in the conditions of the COVID 19 pandemic and with infectious diseases	Prof. Dr. Vladimir Janjic Asst. Prof. Dr. Branimir Radmanovic
		E	Specifics of communication related to infectious diseases	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr sladjana Veselinovic
2	10	L	Communication skills in the implementation of diagnostic and therapeutic procedures	Asoc. Prof. Dr. Suncica Sreckovic
		E	Communication skills in the implementation of diagnostic and therapeutic procedures	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr Sladjana Veselinovic
2	11	L	Communication skills with people with mental disorders.	Prof. Dr. Dragana Ignjatovic Ristic
		E	Communication skills in reproductive medicine	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr sladjana Veselinovic
2	12	L	Specifics of communication with patients with an unfavorable prognosis	Prof. dr Marina Petrovic
		E	Specifics of communication with patients with an unfavorable prognosis	Dr Zeljko Ivošević, dr Djordje Stevanovic, asst. dr Milan Djordjic
2	13	L	Patient communication skills related to participation in clinical research (study)	Asst. Prof. Dr. Branimir Radmanovic Prof. Dr. Vladimir Janjic
		E	Patient communication skills related to participation in clinical research (study)	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr Sladjana Veselinovic
2	14	L	Communication skills in healthcare in accordance with the leading legal acts	Prof. Dr. Vladimir Janjic Asst. Prof. Dr. Vladimir Sebek

LESSON SCHEDULE FOR THE COURSE OF COMMUNICATION SKILLS

MODULE	WEEK	TYPE	method unit name	teacher
		E	Communication skills in healthcare in accordance with the leading legal acts	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr Sladjana Veselinovic
2	15	L	Communication skill - repetitorium	Prof. Dr. Vladimir Janjic Asst. Prof. Dr. Branimir Radmanovic
		E	Communication skill - repetitorium	asst. dr Milan Djordjic, dr Ermin Fetahovic, dr Sladjana Veselinovic
		FT	FINAL TEST	
		E	EXAM (JUNE DEADLINE)	