**description of the course of study**

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| **Course code** | **0912-7LEK-D4.6-KI** |
| **Name of the course in** | Polish | **Komunikacja z pacjentem i jego rodziną**  |
| English | **Communication with the patient and his family** |

1. **LOCATION OF THE course OF STUDY within the system of studies**

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| **1.1. Field of study** | Medicine |
| **1.2. Mode of study** | Full-time |
| **1.3. Level of study** | Uniform Master’s study |
| **1.4. Profile of study\*** | General academic |
| **1.5. Person preparing the course description** |  |
| **1.6. Contact** | Wnoz\_inm@ujk.edu.pl |

1. **General characteristicS of the course of study**

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| **2.1. Language of instruction** | English |
| **2.2. Prerequisites\*** | none |

1. **DETAILED CHARACTERISTICS OF THE COURSE OF STUDY**

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| * 1. **Form of classes**
 | Lecture- 20h Classes- 10 h |
| * 1. **Place of classes**
 | Traditional classes in the didactic room of JKU |
| * 1. **Form of assessment**
 | Credit with grade |
| * 1. **Teaching methods**
 | Informative lecture |
| * 1. **Bibliography**
 | **Required reading** |       **Red. Doroszewski J., Kulus M., Markowski, A., *Porozumienie z pacjentem. Relacje i komunikacja.* Warszawa 2014** |
| **Further reading** | **Nowina Konopka M., Komunikacja lekarz – pacjent. Teoria i praktyka, Kraków 2016** |

1. **Objectives, syllabus CONTENT and intended teaching outcomes**

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| * 1. **Course objectives *(including form of classes)***

***C1-*** developing the skills of effective communication, improving the skills of self-presentation and building positive relationships |
| * 1. **Detailed syllabus *(including form of classes)***

**Lectures:**1. Types of personality and communication.2. Diagrams of the communication process. Communication styles. Barriers in interpersonal communication.3. Negotiations. Negotiation techniques. Mediation and arbitration**Classes:**1. Nonverbal communication
2. The art of convincing speaking. Persuasion.
3. Communicating in conflict states. Methods of constructive conflict resolution.
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**4.3 Intended learning outcomes**

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| **Code** | **A student, who passed the course** | **Relation to learning****outcomes** |
| within the scope of **knowledge**the graduate knows and understands: |
| W01 | the importance of verbal and nonverbal communication in the process of communicating with patients and the notion of trust in the interaction with the patient; | D.W6. |
| W02 | rules and methods of communication with the patient and his/her family which helps in creating empathic and trust-based relation; | D.W5. |
| within the scope of **ABILITIES**the graduate knows how to: |
| U01 | create the atmosphere of trust during the entire treatment process; | D.U4. |
| U02 | lead conversations with an adult patient, a child and family using the techniques of active listening and expression of empathy, and talks with the patient about his/her life situation; | D.U5. |

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|  | within the scope of **SOCIAL COMPETENCE**, the graduateisable to: |  |
| K01 | establish and maintaindeep and respectfulcontact with the patient and show understandingtowardsideological and culturaldifferences;  | H.S1 |
| K02 | do whatisright for the patient; | H.S2 |
| K03 | respectmedicalconfidentiality and patient’srights; | H.S3 |
| K04 | takeactionsconcerning the patient on the basis of ethicalprinciples, beingaware of socialconditions and restrictionsresulting from illness; | H.S4 |
| K05 | recognizehis/herownlimitations and self-evaluateeducationaldeficiencies and needs; | H.S5 |
| K06 | promotehealthylifestyle; | H.S6 |
| K07 | usereliableinformationsources; | H.S7 |
| K08 | conclude on the basis of ownsurveys and observations; | H.S8 |
| K09 | introducerules of socialconduct and teamwork to the group of specialists, includingspecialists form othermedicalprofessionsalso in the multicultural and multinational environment; | H.S9 |
| K10 | giveopinionsconcerningvariousaspects of professionalactivity; | H.S10 |
| K11 | takeresponsibility for owndecisionsmadeduringprofessionalactivitiesincludingownsafety and safety of otherpeople; | H.S11 |

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| * 1. **Methods of assessment of the intended learning outcomes**
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| **Teaching** **outcomes*****(code)*** | **Method of assessment (+/-)** |
| **Exam oral/written\*** | **Test\*** | **Project\*** | **Effort** **in class\*** | **Self-study\*** | **Group work\***  | **Others\*****Observation** |
| ***Form of classes*** | ***Form of classes*** | ***Form of classes*** | ***Form of classes*** | ***Form of classes*** | ***Form of classes*** | ***Form of classes*** |
| *L* | *C* | *...* | *L* | *C* | *...* | *L* | *C* | *...* | *L* | *C* | *...* | *L* | *C* | *...* | *L* | *C* | *...* | *L* | *C* | *...* |
| W01 |  |  |  |  | ***+*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| W02 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| U01 |  |  |  |  |  |  |  |  |  |  | ***+*** |  |  |  |  |  |  |  |  |  |  |
| U02 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ***+*** |  |  |  |  |
| K01-K11 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ***+*** |  |

***\*delete as appropriate***

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| * 1. **Criteria of assessment of the intended learning outcomes**
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| **Form of classes** | **Grade** | **Criterion of assessment** |
|  **lecture (L)** | **3** | Test – 61- 68% Mastering program content at the elementary level |
| **3,5** | Test – 69- 76% Student mastered the majority of program content at a satisfactory level |
| **4** | Test – 77- 84% Mastering the content of the program at a satisfactory level, systematized answers. Problem solving in typical situations. |
| **4,5** | Test – 85- 92% The scope of the presented knowledge goes beyond the basic level based on the supplementary reference literature. Solving problems in new and complex situations. |
| **5** | Test – 93- 100% The scope of the presented knowledge goes beyond the basic level based on independently acquired scientific sources of information. |

1. **BALANCE OF ECTS CREDITS – STUDENT’S WORK INPUT**

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| **Category** | **Student's workload** |
| **Full-time****studies** |
| *NUMBER OF HOURS WITH THE DIRECT PARTICIPATION OF THE TEACHER /CONTACT HOURS/* | **30** |
| *Participation in lectures\** | **20** |
| *Participation in classes, seminars, laboratories\** | **10** |
| *Preparation in the exam/ final test\** |  |
| *Others\** |  |
| *INDEPENDENT WORK OF THE STUDENT/NON-CONTACT HOURS/* | **20** |
| *Preparation for the lecture\** | **5** |
| *Preparation for the classes, seminars, laboratories\** |  |
| *Preparation for the exam/test\** | **15** |
| *Gathering materials for the project/Internet query\** |  |
| *Preparation of multimedia presentation* |  |
| *Others\** |  |
| *TOTAL NUMBER OF HOURS* | **50** |
| ECTS credits for the course of study | **2** |

***Accepted for execution*** *(date and signatures of the teachers running the course in the given academic year)*