Communication Skills Development Lab(oratory)

1. IMPRINT

Academic Year	2026/27
Department	Faculty of Medicine and Dentistry
Field of study	English Dentistry Division
Main scientific discipline	Medical sciences
Study Profile	General academic
Level of studies	Uniform MSc
Form of studies	Full time program
Type of module / course	Obligatory
Form of verification of learning outcomes	Completion
Educational Unit / Educational Units	Department of Medical Communication, Litewska 16, room 207 02-575 Warszawa Phone: 22 116 92 70 www.skm.wum.edu.pl skm@wum.edu.pl
Head of Educational Unit / Heads of Educational Units	Antonina Doroszewska, PhD, Habil. (Medical Sciences) antonina.doroszewska@wum.edu.pl
Course coordinator	Mariola Piszczatowska-Oleksiewicz, PhD mariola.piszczatowska-oleksiewicz@wum.edu.pl
Person responsible for syllabus	Antonina Doroszewska, PhD, Habil. (Medical Sciences) antonina.doroszewska@wum.edu.pl
Teachers	Mariola Piszczatowska-Oleksiewicz, PhD Dominika Saad, MA

2. BASIC INFORMATION

Year and semester of studies	III year, summer semester	**Number of ECTS credits**	0.5

FORMS OF CLASSES	**Number of hours**	**ECTS credits calculation**
Contacting hours with academic teacher		
Lecture (L)		
Seminar (S)	3	0,1
Classes (C)	9	0,3
e-learning (e-L)		
Practical classes (PC)		
Work placement (WP)		
Unassisted student's work		
Preparation for classes and completions	3	0,1

3. COURSE OBJECTIVES

O1	Developing the physician's communication skills towards the patient, that help to build an empathetic rapport based on respect and autonomy.
O2	Acquiring knowledge and skills in managing patients' expectations.
O3	Developing skills to communicate information to patients from different socio-cultural backgrounds.
O4	Developing skills to motivate patients.

4. STANDARDS OF LEARNING – DETAILED DESCRIPTION OF EFFECTS OF LEARNING

Code and number of the effect of learning in accordance with standards of learning	**Effects in the field of:** *(in accordance with appendix to the Regulation of Minister of Science and Higher education from 23trd of September 2023)*
Knowledge – Graduate knows and understands:	
D.W5.	the concept of empathy and the phrases and behaviours used to express it;
D.W7.	the specifics and importance of verbal (conscious construction of messages) and non-verbal (e.g., facial expressions, gestures, management of silence and space) communication;

D.W9.	the principles of motivating the patient to maintain healthy lifestyle and behave in a manner conducive to maintaining health.
Skills– Graduate is able to:	
D.U3.	use open and closed questions, paraphrasing, clarification, internal and final summaries, signalling, active listening (e.g. capturing and recognizing the interlocutor's signals, verbal, and non-verbal techniques) and facilitation (encouraging the interlocutor to speak), as appropriate;
D.U4.	establish a relationship with the patient and their family to build appropriate rapport;
D.U5.	recognise and analyse difficult situations and communication challenges, including crying, strong emotions, anxiety, interruptions, awkward and sensitive issues, silence, withdrawal, aggressive and demanding behaviour, and deal with these in a constructive manner;
D.U6.	establish a relationship with the patient and their family to build appropriate rapport;
D.U7.	view the situation from the patient's perspective, building an appropriate conversational context and using the elicitation method, and incorporate this in the construction of verbal messages.

5. ADDITIONAL EFFECTS OF LEARNING *(non-compulsory)*

Number of effect of learning	**Effects in the fields of:**
Knowledge – Graduate knows and understands:	
K1	
Skills– Graduate is able to:	
S1	
Social Competencies – Graduate is ready for:	
SC1	

6. CLASSES

Form of class	**Class contents**	**Effects of Learning**
Seminars	Seminar 1 Establishing contact with a patient in the dental office and building a relationship based on respect, autonomy and empathy in the communication process	D.W5.
	Seminar 2 Communication skills when taking a medical history and providing information appropriately to the patient's condition and capabilities	D.W7.
	Seminar 3 Taking into account the patient's diverse perspective, motivating the patient and shared decision-making.	D.W9.
Exercises	1. Building a relationship with the patient while taking into account a different perspective - developing skills for	D.U3., D.U4., D.U7.

	establishing contact with the patient in a way that supports relationship-building. Skills involved in active listening (noticing and recognising signals sent by the other person, verbal and non-verbal techniques, and the ability to use - as appropriate to the situation - open and closed questions, paraphrasing, clarification, and interim and final summaries). Developing the ability to understand the patient's perspective, needs and expectations arising from socio-cultural factors while taking a interview. 2. Gathering and providing information, educating the patient, and actions supporting *adherence* to recommendations (adherence), including: gathering and providing information tailored to the patient's needs, expressed in an understandable way, avoiding medical jargon, and appropriate to the patient's age, psycho-physical condition or situations in which both the patient and their caregiver are present. 3. Motivating and shared decision-making, including: developing communication skills for making decisions jointly with the patient, continuing to build the relationship with the patient and gathering information and providing education while taking into account the patient's diverse perspective, as well as age, condition and situation. Exercise: simulations	D.U3., D.U4., D.U5., D.U6., D.U7. D.U3., D.U4., D.U5., D.U6., D.U7.

7. LITERATURE

Obligatory

Supplementary

Brown J., Noble L.M., Papageorgiou A., Kidd J. (ed.), *Clinical communication in medicine*, Wiley Blackwell 2016.
Maguire P., *Key communication skills and how to acquire them*, BMJ 2002;325:697.
Silverman J., Kurtz S., Draper J., *Skills for Communicating with Patients*, CRC Press Taylor&Francis Group 2013.

8. VERIFYING THE EFFECT OF LEARNING

Code of the course effect of learning	Ways of verifying the effect of learning	Completion criterion
D.W5., D.W7., D.W9., DU3., DU4., D.U5., D.U6., D.U7.	*Written entry test during the first practical class* *Conducting an interview with a simulated patient* *Providing feedback on the course of the interview with the patient* *Written self-reflection*	*Obtaining at least 51% of the points for each assigned task (entry test, interview with a simulated patient, feedback and written self-reflection)*

9. ADDITIONAL INFORMATION

1. Person responsible for teaching in the given year: Mariola Piszczatowska-Oleksiewicz, PhD in Social Sciences.

2. Attendance at all seminars and practical classes is mandatory. In the event of an isolated absence, the missed class must be made up with another group after consultation with the person conducting the class.

3. To justify an absence from classes or an assessment, the student is required to notify the course coordinator, or another person designated by the head of the unit, by email or in writing no later than within three working days after the day on which the class or assessment took place. A justification may be submitted later if the student was unable to provide it earlier for justified reasons; in such a case, the document should be submitted as soon as the reason preventing its submission ceases to apply. A medical certificate justifying an absence must be submitted by the student to the course coordinator within 7 working days from the date on which the certificate was issued.

4. Students who would like to attend all classes with another group are requested to submit an application to change groups at the beginning of the academic year to the Head of the Department of Medical Communication Unit of the Medical University of Warsaw - Antonina Doroszewska, PhD in Social Sciences, Habil. in Medical Sciences.

5. Students who are unable to make up an absence by attending classes with another group are required to participate in a meeting of the Student Research Group for Medical Communication and Education or make up the absence in another manner agreed with the person conducting the classes.

6. In the event of a justified absence from an assessment, the student is entitled to take the assessment on the next date scheduled by the unit. An unjustified absence constitutes grounds for recording a failure to complete the course on that date. If the student does not pass the course on the final date scheduled by the unit in a given academic year, the student does not obtain credit for the course.

7. If the student receives a failing grade in the assessment, they are entitled to two resit attempts. In the case of the second resit, the student may apply to the Dean for an observer designated by the student government to participate in the assessment.

8. Student Scientific Club for Medical Communication and Education at the Department of Medical Communication Unit of the Medical University of Warsaw; Student Scientific Club supervisor - Antonina Doroszewska, PhD in Social Sciences, Habil. In Medical Sciences email: antonina.doroszewska@wum.edu.pl .

9. Department of Medical Communication Unit of the Medical University of Warsaw website: https://skm.wum.edu.pl.

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ATTENTION

The final 10 minutes of the last class of the block/semester/year should be allotted for students to fill out the Survey of Evaluation of Classes and Academic Teachers