



## Communication Skills Development Lab(oratory)

### 1. IMPRINT

|                                                              |                                                                                                                                                                                                                                 |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Academic Year</b>                                         | 2025/26                                                                                                                                                                                                                         |
| <b>Department</b>                                            | Faculty of Medicine and Dentistry                                                                                                                                                                                               |
| <b>Field of study</b>                                        | English Dentistry Division                                                                                                                                                                                                      |
| <b>Main scientific discipline</b>                            | Medical sciences                                                                                                                                                                                                                |
| <b>Study Profile</b>                                         | General academic                                                                                                                                                                                                                |
| <b>Level of studies</b>                                      | Uniform MSc                                                                                                                                                                                                                     |
| <b>Form of studies</b>                                       | Full time program                                                                                                                                                                                                               |
| <b>Type of module / course</b>                               | Obligatory                                                                                                                                                                                                                      |
| <b>Form of verification of learning outcomes</b>             | Completion                                                                                                                                                                                                                      |
| <b>Educational Unit / Educational Units</b>                  | Department of Medical Communication,<br>Litewska 16, room 207<br>02-575 Warszawa<br><br>Phone: 22 116 92 70<br><a href="http://www.skm.wum.edu.pl">www.skm.wum.edu.pl</a><br><a href="mailto:skm@wum.edu.pl">skm@wum.edu.pl</a> |
| <b>Head of Educational Unit / Heads of Educational Units</b> | Antonina Doroszevska, PhD<br><a href="mailto:antonina.doroszevska@wum.edu.pl">antonina.doroszevska@wum.edu.pl</a>                                                                                                               |
| <b>Course coordinator</b>                                    | Antonina Doroszevska, PhD<br><a href="mailto:antonina.doroszevska@wum.edu.pl">antonina.doroszevska@wum.edu.pl</a>                                                                                                               |
| <b>Person responsible for syllabus</b>                       | Antonina Doroszevska, PhD<br><a href="mailto:antonina.doroszevska@wum.edu.pl">antonina.doroszevska@wum.edu.pl</a>                                                                                                               |
| <b>Teachers</b>                                              | Antonina Doroszevska, PhD<br><a href="mailto:antonina.doroszevska@wum.edu.pl">antonina.doroszevska@wum.edu.pl</a>                                                                                                               |

### 2. BASIC INFORMATION

| Year and semester of studies                  | I year, summer semester | Number of ECTS credits | 0.5                             |
|-----------------------------------------------|-------------------------|------------------------|---------------------------------|
| <b>FORMS OF CLASSES</b>                       |                         | <b>Number of hours</b> | <b>ECTS credits calculation</b> |
| <b>Contacting hours with academic teacher</b> |                         |                        |                                 |
| Lecture (L)                                   |                         |                        |                                 |
| Seminar (S)                                   |                         |                        |                                 |
| Classes (C)                                   |                         |                        |                                 |
| e-learning (e-L)                              |                         | 7                      | 0.3                             |
| Practical classes (PC)                        |                         |                        |                                 |
| Work placement (WP)                           |                         |                        |                                 |
| <b>Unassisted student's work</b>              |                         |                        |                                 |
| Preparation for classes and completions       |                         | 5                      | 0.2                             |

| <b>3. COURSE OBJECTIVES</b> |                                                                                                                |
|-----------------------------|----------------------------------------------------------------------------------------------------------------|
| O1                          | Teaching about the aims of interpersonal communication and communication in medical practice                   |
| O2                          | Teaching about the methods improving communication in medical practice and honing the skills.                  |
| O3                          | Shaping the physician's attitude towards a patient based on respect, the right to autonomy, trust, and empathy |

| <b>4. STANDARDS OF LEARNING – DETAILED DESCRIPTION OF EFFECTS OF LEARNING</b>             |                                                                                                                                                           |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Code and number of the effect of learning in accordance with standards of learning</b> | <b>Effects in the field of:</b> <i>(in accordance with appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019)</i> |

**Knowledge – Graduate\* knows and understands:**

|      |                                                                                                                                                                                 |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D.W4 | social attitudes towards illness, disability, and old age, as well as particular influence of stereotypes, prejudice, and discrimination;                                       |
| 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.W8 | the role of the patient's family in the illness process (illness recognition, adaptation to illness, recovery) and ways of coping with difficult situations (illness progression, the process of dying, mourning); |
| 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:**

|  |  |
|--|--|
|  |  |
|--|--|

\* In appendix to the Regulation of Minister of Science and Higher education from 26th of July 2019 „graduate“, not student is mentioned.

## 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 |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Lecturs on the e-learning platform | W1 * - Functions of communication and the importance of communication in medical practice.<br>An introductory lecture that informs about the function that communication plays, especially during the provision of medical services. Specific areas that are affected by effective communication are presented.                                                                                                                                            | D.W4., D.W7., D.W9. |
|                                    | W2 * - Types of communication.<br>Ways of communicating, responding to messages are discussed; the division between verbal and non-verbal communication is detailed and their mutual influence on each other is described, as well as the effects of inconsistencies between the message coming from different types of communication.                                                                                                                     | D.W7.               |
|                                    | W3 * - Ways of establishing contact and building a relationship with the patient.<br>How the relationship is established projects the entire course of the relationship. During the lecture, the topics of preparing the space and ourselves to start a consultation with the patient are discussed. Elements that affect the building of a relationship with the patient are indicated, attention is paid to the use of relationship-building skills in a | D.W5., D.W8., D.W9. |

|  |                                                                                                                                                                                                                                                                                                                 |              |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|  | conscious manner.                                                                                                                                                                                                                                                                                               |              |
|  | W4 * - Methods to improve communication and errors in communication.<br>Presentation of methods to improve communication - including structures and schemes. Discussion of communication errors, their consequences for the relationship with the interlocutor and alternatives to less effective formulations. | D.W5., D.W9. |
|  | W5 * - Motivational Dialogue.<br>Presentation of the theoretical principles of Motivational Dialogue and its exemplary applications in dental practice.                                                                                                                                                         | D.W9.        |
|  | * Lecture made available for a limited time on the e-learning platform (asynchronous).                                                                                                                                                                                                                          |              |
|  |                                                                                                                                                                                                                                                                                                                 |              |

## 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.W4., D.W5., D.W7., D.W8., D.W9.     | Passing e-learning activities (including watching videos, doing exercises, preparing a script for a talk) by the date specified in the e-learning schedule. | e.g. threshold number of points |

## 9. ADDITIONAL INFORMATION

- The on-line lectures have been prepared taking into account the most up-to-date methodology and wide possibilities offered by the software - they are accessible, interactive and engaging the audience in various ways. The main focus is on practical aspects of communication with patients, with direct impact on the dentist-patient relationship.
- Due to the nature of the lectures (on-line, asynchronous) there is no excuse for not completing the material in the indicated time. The time given for submitting the assignment is not to be exceeded - please take this into account so that possible equipment failures or interruption of Internet access do not prevent you from completing the course.
- The person responsible for teaching the course in the given year: Antonina Doroszevska – [antonina.doroszevska@wum.edu.pl](mailto:antonina.doroszevska@wum.edu.pl)  
In technical matters related to the implementation of the course, please write to: [skm@wum.edu.pl](mailto:skm@wum.edu.pl).

We invite you to participate in meetings and research work as part of the Medical Communication and Education Student Club at the Medical Communication Center of the Medical University of Warsaw; Student Club Supervisor Antonina Doroszevska, PhD; email: [antonina.doroszevska@wum.edu.pl](mailto:antonina.doroszevska@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