



Communication Skills Development Lab(oratory)

1. IMPRINT

Academic Year	2025/26
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 Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Course coordinator	Mariola Piszczatowska-Oleksiewicz, PhD mariola.piszczatowska-oleksiewicz@wum.edu.pl
Person responsible for syllabus	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Teachers	Mariola Piszczatowska-Oleksiewicz, PhD, mariola.piszczatowska-oleksiewicz@wum.edu.pl Antonina Doroszevska, PhD, antonina.doroszevska@wum.edu.pl

2. BASIC INFORMATION

Year and semester of studies	II 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)		4	0,3
Classes (C)			
e-learning (e-L)			
Practical classes (PC)			
Work placement (WP)			
Unassisted student's work			
Preparation for classes and completions		2	0,2

3. COURSE OBJECTIVES	
O1	Developing skills in using methods to improve communication in medical practice.
O2	Shaping the physician's attitude towards the patient based on respect, the right to autonomy, trust, and empathy.

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: <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.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 recognising the interlocutor's signals, verbal, and non-verbal techniques) and facilitation (encouraging the interlocutor to speak), as appropriate;
D.U6	establish a relationship with the patient and their family to build appropriate rapport.

* 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
Seminars	1. Establishing contact with patients in the dental office. 2. Basic communication skills in dental practice. 3. Taking the patient's perspective into account. 4. Communication skills when taking a medical history and conveying information.	D.W5, D.W7, D.W9, D.U3, D.U6.

7. LITERATURE
Obligatory
Supplementary
Brown J., Noble L.M., Papageorgiou A., Kidd J. (ed.), <i>Clinical communication in medicine</i> , Wiley Blackwell 2016. Maguire P., <i>Key communication skills and how to acquire them</i> , BMJ 2002;325:697. Silverman J., Kurtz S., Draper J., <i>Skills for Communicating with Patients</i> , 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, D.U3, D.U6.	Completion of practical tasks during seminars..	Obtaining at least 51% of points from tasks to be completed during classes.
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9. ADDITIONAL INFORMATION

1. The person responsible for teaching in a given year: Mariola Piszczatowska-Oleksiewicz, PhD in Social Sciences.
2. Attendance at seminars is mandatory. In the case of individual absences, they must be made up with another group after consultation with the person conducting the classes with the given group.
3. Those who would like to attend all classes with another group are asked to submit an application for a change of group at the beginning of the academic year to the head of the Medical Communication Department, Dr. Antonina Doroszewska.
4. Those who are unable to make up for their absence by attending classes with another group are required to complete the task assigned by the instructor.
5. Department 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