



Communication Skills Development Laboratory

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, mariola.piszczatowska-oleksiewicz@wum.edu.pl Antonina Doroszewska, PhD, Habil. (Medical Sciences), antonina.doroszewska@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:
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.

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.), *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., 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. 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 Doroszevska, 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 Doroszevska, PhD in Social Sciences, Habil. In Medical Sciences email: antonina.doroszevska@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