



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 Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Course coordinator	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Person responsible for syllabus	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl
Teachers	Antonina Doroszevska, PhD antonina.doroszevska@wum.edu.pl

2. BASIC INFORMATION

Year and semester of studies	I 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)			
Classes (C)			
e-learning (e-L)		7	0.3
Practical classes (PC)			
Work placement (WP)			
Unassisted student's work			
Preparation for classes and completions		5	0.2

3. COURSE OBJECTIVES	
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.

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.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:

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* 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:
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Knowledge – Graduate knows and understands:

K1	
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Skills– Graduate is able to:

S1	
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Social Competencies – Graduate is ready for:

SC1	
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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. 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. 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. 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. 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. 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 online lectures have been prepared using the latest methodology and the wide range of possibilities offered by the software – they are accessible, interactive, and engage listeners in various ways. The focus is primarily on the practical aspects of communication with patients, which have a 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 Doroszewska – antonina.doroszewska@wum.edu.pl
In technical matters related to the implementation of the course, please write to: skm@wum.edu.pl.
- Website of the Department: www.skm.wum.edu.pl. 5. 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 Doroszewska, PhD; email: antonina.doroszewska@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