



CD 8.5.1 DISCIPLINE CURRICULUM

Edition: 06

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FACULTY OF STOMATOLOGY

STUDY PROGRAM 0911.1 STOMATOLOGY

DEPARTMENT OF MANAGEMENT AND PSYCHOLOGY

APPROVED

at the meeting of the Committee for Quality Assurance and Curriculum Evaluation of the Faculty of Stomatology
Protocol Nr.____ from _____
Committee president, PhD, DMS,
Associate professor
Stepco Elena_____

APPROVED

at the Council meeting of the Faculty of Stomatology
Protocol Nr.____ from _____
Dean of Faculty of Stomatology, PhD,
DHMS, Professor
Ciobanu Sergiu_____

APPROVED

at the meeting of the Department of Management and Psychology
Protocol Nr.11 from 14.02.2018
Head of the department, doctor of medical sciences,
university professor,
Spinei Larisa_____

CURRICULUM

DISCIPLINE COMMUNICATION PSYCHOLOGY

Integrated studies

Type of course: **Optional**

Chişinău, 2018



I. PRELIMINARY

- **General presentation of the course: the place and role of the course in the formation of the specific competences of the professional/specialty training program**

The *Communication Psychology* course is represented by a series of subjects, the purpose of which is to provide students with knowledge about the psychology of the communication act in the patient-dentist relationship, and also, to provide the students with information on the possibilities of developing good communication skills.

The relationship with the patient involves primarily communication, a psycho-emotional interaction, a resonance with the patient, and the theoretical basis for these abilities is to develop students' interest in the given course; also, of a timely and relevant conduct within the subjects of the course.

An important part of the professional activity is the dentist's relationship with the patient. It is a situation where the doctor has to show good specialized training associated with much tact, patience, goodwill, delicacy, empathy, respect, optimism, sincerity, etc. Therefore, possessing efficient communication abilities is a *must have* for every specialist in the domain.

In response to the demands of communication skills in the medical profession, the course proposes relevant subjects and some suggestions on effective communication and, in particular, the optimization of the dentist-patient communication process.

The *Communication Psychology* course aims to help future specialists to know the psychological aspect of the medical profession, as well as to develop their effective communication skills in a professional and personal context.

Mission (aim) of the curriculum in professional training

To provide students with knowledge on the concepts of communication psychology, as well as the development of effective communication skills required in the patient-dentist relationship, which are stipulated in the current requirements of the health system.

- **Teaching languages of the course:** Romanian, Russian, English
- **Beneficiaries:** 1st year students, semester 2, Faculty of Stomatology.

II. COURSE ADMINISTRATION

Course code	U.02.A.025		
Course name	Communication Psychology		
Responsible of the course	PhD in psychology, associate professor, Mariana Cernițanu		
Year	I	Semester	2
Total number of hours, including: 30			
Lectures	20	Practical/laboratory works	-
Seminars	-	Individual work	10
Assessment form	C	Number of credits	1



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III. TRAINING OBJECTIVES OF THE COURSE

At the end of the course, the student will be able to:

• **Know and understand:**

- delimitate the conceptual foundations of communication psychology;
- identify the communication skills that are important for a successful practicing;
- the elements of efficient communication process with the medical staff and the patients;
- to understand the cause of the main types of communication mistakes, encountered during the establishment and development of the dentist-patient relationship;
- to identify the main communication barriers that may arise in relation to the medical staff and the patients.

• **Apply:**

- the delimitation of the theoretical knowledge in the practice of professional and social activity;
- identify the main types of communication strategies applied at the dentist-patient meeting;
- the procedures of stimulation and development of effective communication skills;
- designate the work strategy according to the principle of individuality for the act of communication between the dentist and the patient;
- have the means of knowing body language in professional activity and in everyday life;
- to demonstrate empathy, respect, optimism, sincerity in the activity of medical practice.

• **Integrate:**

- deepen the psychological knowledge gained in the context of the future profession;
- promote various ways of moral support for different types of patients;
- formulate optimal decisions in rendering patient aid in critical situations;
- develop communication skills to overcome barriers and communication difficulties;

IV. PREVIOUS CONDITIONS AND REQUIREMENTS

The student of the 1st year needs the following:

- knowledge of the teaching language;
- confirmed competences in lyceum sciences (civic education, psychology);
- digital competences (use of the Internet, processing of documents, electronic tables and presentations);
- ability to communicate, teamwork, play certain role plays determined by the subjects discussed at the seminar;
- qualities - tolerance, compassion, empathy, sincerity, the ability to hear and listen to others.

V. SUBJECTS AND ORIENTATIVE DISTRIBUTION OF HOURS

Lectures, seminars

Nr.	Subject	Lecture	Individual work
1.	Concepts and models of inter-human communication. Definition of the human communication process. Concepts and models of inter-human communication. Characterization of the	4	2



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	communication process. Communication functions. The psychosocial role of communication. Favourable factors for communication. Communication psychology in the context of the therapeutic act.		
2.	<p>Forms and levels of communication.</p> <p>Description and analysis of the forms of communication. Direct/indirect communication. Mass/social/group communication. Monologue/dialogue/colloquial communication. Discussing and engaging the communication abilities in various social situations. Body language. Gestural praxis. Gestural communication. Observing and interpreting nonverbal messages.</p>	4	2
3.	<p>Efficient and inefficient communication.</p> <p>Active and empathic listening. Assertiveness in dentist-patient communication. Difficulties and barriers in communication. Lying and sincerity in communication. Conflict and methods of its settling. Strategies and techniques for streamlining communication.</p>	4	2
4.	<p>Communication in professional and personal relationships.</p> <p>Communication in different environments. Discussing typical errors in communication situations. Analyzing the causes of inefficient communication in the doctor-patient relationship. Paraphrasing in the dentist - patient relationship. Solving communication difficulties simulated through practice.</p>	4	2
5.	<p>Communication as a strategy of influence.</p> <p>Social influence, persuasion, manipulation. Analysis of manipulative communication situations. The role play in identifying remedies and removing obstacles to interpersonal communication.</p>	4	2
	Total	20	10

VI. REFERENCE OBJECTIVES AND CONTENT UNITS

Objectives	Content units
Subject (chapter) 1. Concepts and models of inter-human communication.	
<ul style="list-style-type: none"> • define the basic concepts of communication psychology. • demonstrate abilities to analyze and systematize communication models and functions. • apply the criteria for differentiation of favourable factors and barriers in communication. • integrate knowledge about the psychosocial role of communication in everyday life. 	<p>Concepts and models of inter-human communication. Communication functions. The psychosocial role of communication. Favourable factors for communication. Communication psychology in the context of the therapeutic act.</p>
Subject (chapter) 2. Forms and levels of communication.	
<ul style="list-style-type: none"> • define the main forms of communication. • demonstrate abilities to analyze body language. 	<p>Direct/indirect communication. Mass/social/group communication.</p>



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Objectives	Content units
<ul style="list-style-type: none"> • apply the knowledge acquired for the interpretation of nonverbal messages. • integrate the knowledge about hierarchical levels of communication in medical institutions. 	<p>Monologue/dialogue/colloquial communication.</p> <p>Body language. Gestual praxis. Gestual communication. Observing and interpreting nonverbal messages.</p>
Subject (chapter) 3. Efficient and inefficient communication.	
<ul style="list-style-type: none"> • know the main strategies for optimizing the therapeutic act and effective dentist-patient communication. • demonstrate capacities to analyze behavioural difficulties in the physician-patient relationship. • apply the knowledge acquired for the optimization of the communication process. 	<p>Active and empathic listening.</p> <p>Assertiveness in dentist-patient communication.</p> <p>Difficulties and barriers in communication. Lying and sincerity in communication. Conflict.</p> <p>Strategies and techniques for streamlining communication.</p>
Subject (chapter) 4. Communication in professional and personal relationships.	
<ul style="list-style-type: none"> • define the concepts of efficient/inefficient communication; also be able to identify the communicator's communication style. • know the causes of inefficient communication in the doctor-patient relationship. • demonstrate abilities to analyze typical errors in communication situations. • apply methods to solve communication difficulties. 	<p>Communication in different environments.</p> <p>Typical errors in communication situations. Analyzing the causes of inefficient communication in the doctor-patient relationship. Paraphrasing in the dentist - patient relationship. Solving communication difficulties simulated through practice.</p>
Subject (chapter) 5. Communication as a strategy of influence.	
<ul style="list-style-type: none"> • define the main strategies of influence in relationship with the patients. • demonstrate communication and relationship skills with different types of patients. • integrate the knowledge about the human communication process and apply it in medical practice. 	<p>Social influence, persuasion, manipulation. The role play in identifying and removing obstacles to interpersonal communication.</p>

VII. PROFESSIONAL SPECIFIC (SC) AND TRANSVERSAL (TC) COMPETENCES AND STUDY FINALITIES

SPECIFIC PROFESSIONAL COMPETENCES (SC)

SC3. Developing a diagnosis, treatment and rehabilitation plan in various pathological situations and selecting appropriate therapies for them, including emergency medical assistance, using knowledge obtained during the course.



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TRANSVERSAL COMPETENCES (TC)

- TC1. Application of rigorous and efficient working rules, manifestation of a responsible attitude towards the scientific and didactic domain, for the optimal and creative valorisation of one's own potential in specific situations, observing the principles and norms of professional ethics;
- TC2. Ensuring efficient development and effective engagement in team activities.
- TC3. Systematical assessment of personal competencies, role and expectations, effective use of language and oratory skills, research and communication skills for delivering quality services and adapting to the dynamics of health policy requirements and for personal and professional development.

STUDY FINALITIES

Upon the completion of the course unit, the student will be able to:

- Apply principles for developing the effective communication process in the dentist-patient relationship.
- Shape concrete situations of communication with the patient and the therapeutic team.
- Identify the most common types of communication mistakes encountered during the establishment and conduct of the dentist-patient relationship;
- Make optimal decisions to help patients in critical situations;
- Apply different ways of psychological and moral support for different types of patients.
- Know the qualities and optimal behaviour for successful medical practice.

VIII. INDIVIDUAL WORK OF THE STUDENTS

Nr.	The expected product	Implementation strategies	Evaluation criteria	Deadline
1.	Work with books and ICT (Information and Communication Technologies)	Systematical work in the library and media. Exploring the current electronic sources on the referred subject.	1. Quality of formed judgments, logical thinking, flexibility. 2. Quality of systematization of the informational material obtained through one's own activity.	During the semester
2.	Case study analysis	Selection and description of the case study. Analysis of the causes of the issues raised in the case study. Prognosis of the case investigated. Deduction of the expected outcome of the case.	1. Analysis, synthesis, generalization of the data obtained through one's own investigation. 2. Formation of an algorithm of knowledge based on the obtained conclusions.	During the semester



IX. METHODOLOGICAL SUGGESTIONS FOR TEACHING-LEARNING-EVALUATION

Teaching and learning methods used

At teaching the **Communication Psychology** course, different teaching methods and procedures are used, oriented towards the efficient assimilation and achievement of the objectives of the didactic process. Traditional and modern methods (lesson-debate, problematised lesson) are used during the theoretical lessons. During the practical works, forms of individual, frontal and group work are used.

Recommended learning methods

- **Observation** - Identification of elements characteristic to certain structures or social phenomena, description of these elements or phenomena.
- **Modeling** – Identifying and selecting the elements needed to model efficient communication /inefficient communication scenes. Imaging (graphically, schematically) of the phenomenon studied. Realizing the given phenomenon using the developed model. Formulation of conclusions, deduced from arguments or findings.

Applied didactic (course-specific) strategies/technologies:

"Brainstorming", "Multi-voting"; "The Round table"; "Group Interview"; "Case Study"; "Creative Controversy"; "Focus-group Technique", "Portfolio", "Group work", "Presentation".

Evaluation methods (including an indication of how the final mark is calculated)

- ✓ **Current:** frontal and/or individual control through
 - analysis of case studies
 - performing role plays on the subjects discussed
 - control works
- ✓ **Final:** colloquim

X. RECOMMENDED BIBLIOGRAPHY

A. Obligatory:

1. Mayou R., Sharpe M., Carson A., *Abc of medical psychology* first published in 2003 by BMI books, BMA house, Tavistock Square, London. 2007.
2. Athanasiu A., *Tratat de psihologie medicală*. Editura Oscar Print, București, 1998.
3. Ețco C. Cernitanu M. și a. *Psihologia medicală. Suport de curs*. Chișinău. Editura Infomedica, 2013.
4. Luban-Pozza. B. *Boli psihosomatice în practica medicală*. Ed. IV, București, 1997.
5. Iamandescu I. B. *Psihologie medicală*. Ed. II, București: Infomedica, 1997.
6. Менделевич В. Д. *Клиническая и медицинская психология. Практическое руководство*. Москва, 1998.

B. Additional:

1. Pesseschkian, Nossrat *Psychotherapy of Everyday Life*. Springer-Verlag, Berlin, Heidelberg, 1996.
2. Baban A. *Stres și personalitate*. Cluj: Presa Universitară Clujeană, 1998, p. 98-106.
3. Tudose, Florin, *Orizonturile Psihologiei Medicale*. Editura Infomedica, București, 2003.
4. Holdevici, I., Neacsu, V. *Consiliere psihologica si psihoterapie in situatiile de criza*. Editura Dual Tech, Bucuresti. 2006.