
	UNIVERSITY OF EAST SARAJEVO					
	Faculty of Medicine					
	Study program: medicine					
	Integrated academic studies		I study year			
Full subject title	COMMUNICATION SKILLS					
Department	Department for Primary Health Care and Public Health, Faculty of Medicine in Foca					
Subject code		Subject status		Semester	ECTS	
ME-01-2-011-2		elective		II	1	
Professor/ -s	Full professor. Snjezana Marjanovic, PhD; associate professor. Vesna Krstovic Spremo					
Associate/ -s						
Number of lectures/ teaching workload (per week)			Individual student workload (in hours per semester)		Coefficient of student workload S₀¹	
L	E	SP	L	E	SP	S₀
1	0	0	1*15*1	0*15*1	0*15*1	1
total teaching workload (in hours, per semester) 1*15 + 0*15 + 0*15 = 15			total student workload (in hours, per semester) 1*15*1 + 0*15*1 + 0*15*1 = 15			
Total subject workload (teaching + student): 15 + 15 = 30 hours per semester						
Learning outcomes	Mastering the subject, the student will be able to: <ol style="list-style-type: none"> 1. acquire the necessary knowledge about the elements of communication skills in medicine 2. acquire knowledge about the possibilities of solving problems related to diagnostic-therapeutic procedures in communication with a patient. 3. acquire skills for establishing verbal and non-verbal communication in health system. 4. Establish emotional-empathy relationship with patients 					
Preconditions						
Teaching methods	Methods to be used in teaching: lectures, auditory and demonstration exercises, tests, consultations, seminar work, examinations of acquired knowledge.					
Subject content per week	Lectures: <ol style="list-style-type: none"> 1. Introduction to communication skills and communicology 2. Forms of communication, concept, types and strategies of communication. 3. Psychological preconditions for the establishment of communication. The nature of communication and a form of successful communication. 4. Basic communication skills and communication concepts. 5. Concept and basic characteristics of verbal communication. 6. Non-verbal communication - dimensions and aspects. 7. Social motives for creating image and motivation - types and conflicts. 8. Tolerance as the premise of successful communication. 9. Types of personality structure of patient (difficult patient) 10. Burnout syndrome of healthcare personnel, stress and methods of stress defense. 11. Interaction with the patient: doctor, nurse and patient. 12. Specific communications in relation to age and gender. 13. Types of doctor and patient relationship. 14. Communication methods directed towards the patient. 15. Teamwork, leadership and pursuit. 					
Compulsory literature						
Author/s	Publication title, Publisher			Year	Pages (from-to)	
Dixon, T., O'Hara, M.	<i>Communication skills</i> Routledge e-book dostupno na: www.practicebasedlearning.org				42	

¹Coefficient of student workload S₀ is calculated as it follows:

a) for the study programs not going through the licensing process: S₀ = (total workload in semester for all the subjects 900 hrs – total teaching workload L+E in semester for all the subjects 870 hrs)/ total teaching workload L+E in semester for all the subjects ____ hrs = _____. Consult form content and its explanation.
b) for the study programs going through the licensing process, it is necessary to use form content and its explanation.

Kevin,B.Wright, H.Dan O'Hara	LisaSparks,	Health Communication in the 21st Century,2nd Edition,Wiley-Blackwell	2012	360	
Additional literature					
Author/s	Publication title, Publisher		Year	Pages (from-to)	
Student responsibilities, types of student assessment and grading	Grading policy			Points	Percentage
	Pre-exam activities				
		lecture attendance		10	10%
		seminar paper		10	10%
		colloquium		30	30%
	Final exam				
		written exam		50	50%
	TOTAL			100	100 %
Certification date	December 13 th 2018				