
		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-02-2-011-2			elective		II		1	
Professor/ -s		Full prof. Snezana Marjanovic, PhD						
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: 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						
General competences		They are capable of expressing themselves and communicating in a manner that is both understandable and acceptable to the patient. They are able to achieve effective teamwork and develop leadership skills. They are eager to react constructively to the outcomes of assessment- criticism and praise.						
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: 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)		
Nenadovic, M.		Vestina komuniciranja, Beograd			2008	3-155		

¹ Coefficient 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.

Additional literature			
Author/s	Publication title, Publisher	Year	Pages (from-to)
Kekus, D.	Komunikacije u profesionalnoj praksi zdravstvenih radnika, Digital Art, Beograd	2010	
Student responsibilities, types of student assessment and grading	Grading policy		Points
	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	June 17th 2024		