



APPROVED

EMD decision

2021

Protocol No. 6

**Chairman of the EMC, Vice-Rector,
candidate of pedagogical sciences,
associate professor Apezova D.U.**

SYLLABUS by discipline

E.3.9.10. BASICS OF PSYCHOLOGY OF COMMUNICATION AND MEDICAL COMMUNICATION

For students of the educational program, higher professional education in the specialty 560001 "General Medicine" (5-year education) in the specialty "Doctor"

Type of study work	Total hours
course	4
Semester	8
Number of weeks	18
Credits	3
The total complexity of the discipline	90
Classroom/practical studies (PS)	46
Student Independent Work (SIW)	44
Forms of control	
current control	Testing, oral questioning, written test
Frontier control	Testing
Midterm	Testing
Final control	exam
Semester rating by discipline:	Point-rating system

Information about the teacher of the academic discipline

Full Name	Askerova Kymbat Arsenovna
Post	Teacher
Academic degree	
Academic title	
Email address	
Location of the department (address)	KR, Bishkek, st. Shabdan Baatyr 128, floor 2, room 6
Telephone	0704555xxx
Consultation hours	11.00-13.30

Characteristics of the academic discipline

The purpose of studying the discipline. Provides an introduction to the major areas and theories of psychology and their respective theorists. This course will require students to objectively analyze the contributions of these theorists and the implications of their theories. (topics in psychology. Course content includes the biology of behavior, learning, memory, cognition, motivation, emotions, personality, abnormal

behavior and its therapy, social behavior and individual differences. daily life requirements, interpersonal relationships, and approaches to personal growth.)

Discipline Prerequisites:

- Faculty therapy
- Hospital therapy
- Outpatient therapy
- Childhood diseases
- Surgical diseases
- Urology
- Obstetrics and gynecology
- Family Medicine

Postrequisites of the discipline:

- Coronavirus: New challenges.
- Hospital Physician Assistant
- Epidemiology, OZZ

Learning outcomes of the discipline according to the RO GPP

The study of the discipline "Fundamentals of the psychology of communication and medical communication" will contribute to the achievement of learning outcomes (LE) of the PLO:

RE-5- Recognize and accept limitations in their knowledge, skills, attitudes and behavior, constantly improving their quality.

RE-9 - Demonstrate a practice of selfless concern for the well-being of the patient, respect for their privacy and dignity, and skill in a team.

Within the framework of this discipline, it is expected to achieve the following learning outcomes of the discipline, which are implemented as part of the achievement of competencies:

SPC-3 - capable and ready for continuous professional development, self-knowledge, self-development, self-actualization; manage your time, plan and organize your activities, build a strategy for personal and professional development and training.

The content of the discipline

№№	Name of topics
1.	Topic 1. Psychology of interpersonal interaction
2.	The concept and essence of interpersonal relationships
3.	Types of interpersonal relationships.
4.	Interpersonal interaction: cooperation (collaboration), competition (rivalry).
5.	Organization of interpersonal interaction
6.	The main characteristics of a competitive personality
7.	Communication as a means of interaction.
8.	The structure of interpersonal communication (perception, communication, interaction).
9.	Business conversation.
10.	Interaction in the professional sphere (in the organization, team)
11.	Characteristics of small groups
12.	Distinctive features of the team (collective)
13.	Socio-psychological climate.
14.	Decision-making technologies under uncertainty
15.	Prevention and resolution of conflicts in the process of interaction
16.	Negotiation technologies, productive dispute technologies
17.	Formation of an optimal communication style
18.	What does the communicative side of communication imply?
19.	Physician as a member of a professional group. Physician-nurse-patient relationship.
20.	The concept of psychological feedback. Purpose of getting feedback.
21.	Requirements for the level of communicative competence of modern medical workers. The value of communication in the professional activities of a doctor
22.	Person-centered approach to the patient. The concept of medical ethics.

23.	Communicative tasks of the doctor. Reasons for poor communication. The concept of communication barriers
24.	Interpersonal communication systems in medicine: "medical worker - patient", "health worker - patient's family", "patient - patient with a similar disease", "team members of medical workers between themselves and the patient"
25.	Professionally important qualities of a doctor. Personality properties that affect the effectiveness of communication in the "doctor-patient" system. Communicative competence in the activities of a doctor and psychological characteristics that contribute to its formation
26.	Psychological features that reduce the communicative competence of a doctor. Disorders of communication in the "doctor-patient" system. The concept of professional deformation, its causes, preventive measures.
27.	verbal communication. Types of verbal communication. Types of questions: open, closed, informational, rhetorical, critical, for reflection, mirror, relay. Application of various questions in the doctor-patient dialogue
28.	Listening and its types. Reflective and non-reflective listening. Empathic listening. Reflexive and non-reflexive listening techniques. Rules for empathic listening. Causes of inattentive listening to the interlocutor. Listening errors. Good Listening Techniques
29.	Non-verbal communication and its functions. Classification of non-verbal means of communication. Paralinguistic components of speech, facial expressions, gaze, gestures, posture. Diagnosis of the physical and mental state of the patient based on non-verbal manifestations
30.	Basic requirements for the dialogue "doctor-patient". Psychological stages of the diagnostic process. Phases of communication between doctor and patient.
31.	Collaboration between doctor and patient. The essence of mutual understanding as a socio-psychological phenomenon, its conditions. Reasons for misunderstanding. Signs of psychological resistance of the patient
32.	Trust in the doctor as the main component of the treatment and diagnostic process. Conditions for the formation of trust in honey. employee. Phenomena of transfer and countertransference. Empathy as an effective way of knowing the patient's personality
33.	Tasks of informing patients about the disease. Communication with a "difficult" patient. A doctor's conversation with the patient's relatives. principles of communication with patients with severe disease.
34.	Psychological types of conflict patients are demonstrative, rigid, uncontrollable, ultra-precise types, rational, conflict-free. Models of behavior in conflict.
35.	Conflicts in a medical institution. levels of conflict. Conflicts between doctor and patient: realistic and unrealistic. "Sutyazhnaya" installation of the patient. Aggressive behavior of the patient as a manifestation of confrontation. Conflict prevention.
36.	Socio-psychological conditions of constructive conflict resolution. Technologies of effective communication and rational behavior in conflict. Stages of the negotiation process to prevent conflict situations.
37.	Psychological features of childhood and adolescence. Communication as a leading activity in different age periods. Features of communication of young children, preschoolers, younger schoolchildren, adolescents. Features of communication associated with gender
38.	The specificity of the children's team. The impact of hospitalization on child development. Communication of a pediatrician with a child and his parents: creating a trusting relationship.
39.	The role of communication in the work of a doctor. Professionally important qualities of a doctor
40.	Professional communication of a pediatrician: features of interaction with children, adolescents and their parents
41.	Conflicts in the medical environment and their prevention

List of main and additional literature:

Main literature:

1. Fundamentals of business communication: textbook Baranov G.V. Omsk: Sphere, 2017
2. Clinical psychology. Ed. B.D. Karvasarsky St. Petersburg, 2014

Additional literature:

1. Organization of effective interaction: textbook Voronin V.N. M.: ASMS, 2017
2. Effective communication and conflict prevention in the "doctor-patient" system: a scientific and practical guide Nosachev G.N. M.: Forum, 2015

3. Clinical psychology and psychotherapy. "Intervention: general provisions" Bauman U., Perret M. St. Petersburg: Peter, 2012.

Internet resources:

<http://www.rsl.ru>
<http://www.iprbookshop.ru>
www.medpsy.ru
www.koob.ru/medical_psychology/
<http://www.edu.ru>
<http://www.medicina.ru>
[http //www.journals.uchicago.edu/JAD/home.html](http://www.journals.uchicago.edu/JAD/home.html)

Monitoring and evaluation of learning outcomes

The content of the rating system for assessing student performance

The rating assessment of students' knowledge in each academic discipline, regardless of its total labor intensity, is determined on a 100 (one hundred) - point scale and includes current, boundary, intermediate and final control.

The distribution of rating scores between types of control is established in the following ratio (according to the table of the score-rating system of assessments):

Form of control				
current (CC)*	boundary control (BC)**	mid-term exams (MC)***	Final /exam (FE)	Discipline Rating (RD)
0-100 points	0-100 points	0-100 points	0-100 points	0-100 points, with the translation of points into a letter designation

Note:

* $TK(middle) = \frac{\sum_1^n \times point}{\sum_1^n}$, where n is the number of types of classroom and extracurricular work of students in the discipline;

** $PK(middle) = \frac{\sum_1^n credit \times point}{\sum_1^n credits}$, where n is the number of modules (credits) in the discipline;

*** $PK(middle) = \frac{\sum_1^n \times point}{\sum_1^n}$, where n is the number of intermediate controls (2 controls per semester: in the middle and at the end of the semester) by discipline;

****ИК – examination conducted at the end of the study of the discipline

;

***** $PД = \frac{TK_{cp} + PK_{cp} + PK_{cp} + ИК}{4}$, the final rating of the results of all types of control at the end of the discipline;

$GPA = \frac{\sum_1^n \times балл}{\sum_1^n}$ where, n is the number of disciplines in the semester (for the past period of study).

A student who has not passed the current, boundary and intermediate controls to the final control (exam) is not allowed.

The current control is carried out during the period of classroom and independent work of the student on time according to the schedule, at the end of the study of the discipline, the average score of the current control (CC) is calculated. *Forms of current control can be:*

- testing (written or computerized);
- performance of individual homework assignments, abstracts and essays;
- student's work in practical (seminar) classes;
- various types of colloquia (oral, written, combined, express, etc.);
- control of performance and verification of reporting on laboratory work;
- visiting lectures and practical (seminar, laboratory) classes;
- Incentive rating (up to 10 points).

Other forms of current monitoring of results are also possible, which are determined by the teachers of the department and recorded in the work program of the discipline.

The frontier control is carried out in order to determine the results of the student's development of one credit (module) as a whole. *Frontier control* should be carried out only in writing, at the end of the study

of the discipline, the average score of boundary control (BC) is calculated. As forms *of frontier control* of the training module, you can use:

- testing (including computer testing);
- interview with written fixation of students' answers;
- test.

Other forms of intermediate control of results are also possible.

Intermediate control (mid-term exams) is carried out in order to check the completeness of knowledge and skills in the material in the middle and end of the semester (2 times per semester) of studying the discipline, by the end of the study of the discipline, the average score of intermediate control (PCsr) is calculated, *forms of intermediate control (mid-term exams) can be:*

- testing (including computer testing);
- interview with written fixation of students' answers;
- test.

Other forms of intermediate control of results are also possible.

The final control is carried out during the session, by conducting an exam, it can be carried out in the following forms:

- testing (including computer testing);
- written exam (ticketing system).

Correspondence of the point-rating system of assessments used by the institute and the assessments of the European system for the transfer of credit units, labor intensity (ECTS)

Grade						Criterion
System of letters	digital system	Traditional system	Points (%)	Scored points (max - 100)	Evaluation by discipline without an exam	
A	4	5	95-100	95-100	Credited/ passed	"Excellent" - deserves a student who has shown a deep, systematic and comprehensive knowledge of the educational material, who freely performs practical tasks, who has mastered the recommended basic and additional literature on the discipline
A-	3,67		90-94	90-94		"Excellent" - deserves a student who has shown a deep, systematic and comprehensive knowledge of the educational material, who freely performs practical tasks, who has mastered the recommended basic literature on the discipline, but is not familiar with additional literature
B+	3,33	4	85-89	70-89		"Good" - exhibited to a student who has shown a systematic and comprehensive knowledge of the educational material, able to independently replenish and update this knowledge in the course of training, performing practical tasks, familiar with the main literature on the discipline
B	3,0		80-84			"Good" is given to a student who has shown a systematic and comprehensive knowledge of the educational material, who is able to independently replenish this knowledge in the course of training, performing practical tasks, but not fully familiar with the main literature on the discipline
B-	2,67		75-79			"Good" - is given to a student who has shown the systematic nature of knowledge in the discipline, who is able to independently replenish this knowledge in the course of training, performing practical tasks, but not fully familiar with the main literature on the discipline
C+	2,33	3	70-74	50-69		"Satisfactory" - is given to a student who does not have a systematic nature of knowledge in the discipline, who is not capable of independently replenishing and updating knowledge in the course of further education, performing practical tasks with errors
C	2,0		65-69			"Satisfactory" - is given to a student who made mistakes in completing assignments, but who has the necessary knowledge to eliminate them under the guidance of a teacher
C-	1,67		60-64			"Satisfactory" - is set to a student who made errors in the performance of tasks, but who has the possible knowledge to eliminate them under the guidance of a teacher
D+	1,33		55-59			"Satisfactory" - is set to a student who made errors in the performance of tasks, who does not have the necessary knowledge to eliminate them
D-	1,0		50-54			Satisfactory" - is given to a student who has made significant errors in the performance of tasks, who does not have the necessary knowledge to eliminate them
FX	0,5	2	25-49	Less of 50	not credited/not passed	"Unsatisfactory" - is set to a student who has not completed the task, does not have the necessary knowledge to eliminate them

F	0		0-24			"Unsatisfactory" - is set to a student who has not completed the task, does not have the necessary knowledge to eliminate them, even under the guidance of a teacher
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Academic achievement requirements:

Attendance by students of all classroom classes without delay is mandatory.

In case of absence, classes are worked out in the order established by the dean's office.

If there are three passes, the teacher has the right not to allow the student to attend classes until the issue is administratively resolved.

If the absence of classes is more than 20.0% of the total number of classes, the student automatically enters the summer semester.

Note to the student:

- ✓ regularly review lecture material;
- ✓ Do not be late and do not miss classes;
- ✓ work off missed classes if you have permission from the dean's office;
- ✓ Actively participate in the classroom (individually and in groups;)
- ✓ timely and fully complete homework assignments;
- ✓ submit all assignments within the time specified by the teacher;
- ✓ independently study the material in the library and at home;
- ✓ timely and accurately fulfill the tasks of the teacher, individual tasks for the IWS to achieve learning outcomes;
- ✓ to master the basic and additional literature necessary for the study of the discipline;
- ✓ performing tasks, the student should not copy or reproduce the work of other students, scientists, practitioners, plagiarism;
- ✓ develop their intellectual and oratory skills;

In case of non-compliance with the requirements of the Memo, the student will be penalized in the form of deducting points (one point for each violated item).

If the requirements of the Memo are fully met, the student is encouraged in the form of an additional 10 points to the final control in the discipline.

Academic Integrity, Conduct and Ethics Policy:

- turn off your cell phone during class;
- Be polite;
- respect other people's opinions;
- formulate objections in the correct form;
- do not shout or raise your voice in the audience;
- independently complete all semester assignments;
- Eliminate plagiarism from your practice;

Methodical instructions.

It is recommended to organize the time required to study the discipline as follows:

When preparing for a practical lesson, you must first read the abstract with the teacher's explanations.

When performing exercises, you must first understand what you want to do in the exercise, then proceed to its implementation.

Literature work. The theoretical material of the course becomes more understandable when books are studied in addition to the abstract. After studying the main topic, it is recommended to perform several exercises.

Preparation for boundary and intermediate controls. In preparation for the boundary and intermediate control, it is necessary to study the theory: the definitions of all concepts before understanding the material and independently do several exercises.

Independent work of students is organized on all studied topics of each section. Independent work is carried out in the form of:

- work in Internet sites;
- work with basic and additional literature;
- fulfillment of written assignments;
- preparation of reports, abstracts, tables and posters on