



**Course: COMMUNICATION SKILLS**

**Year: 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>**

**Period: annual**

**Credits: 5**

**Objectives**

This course is designed to define and learn how psychological mechanisms influence our social life and professional practice. It helps the student to become aware of the central role of communication in clinical practice for patient's physical and mental well-being and to provide effective care.

Over the three years, students will learn basic psychological concepts and skills to be able to conduct a proper and effective medical consultation, master some "difficult" conversations with patients and relatives, and identify patients for which a referral to a psychologist/psychiatry could be appropriate.

Starting from preparatory general psychological concepts, as fundamental bases for the development of effective communication skills in a patient-centered model, students will be gradually introduced to advanced relational and communication skills to apply to clinical situations, such as dealing with patients' emotions, addressing adherence problems, achieving shared goals in treatment, managing a conversation with the patient and the caregiver, educating the patient, talking with patients about sexuality or in specific medical conditions/contexts (e.g. pain, oncology), communicating bad news, communicating death and medical errors.

**Prerequisites**

No prerequisites for the course are needed.

## Contents

- **3<sup>rd</sup> year (3 credits)**

*LESSONS 1:* General introduction to the course

*LESSONS 2:* Patient-centred and relationship-centered models: theory

*LESSONS 3:* Patient-centred model: clinical cases

*LESSONS 4:* Values and moral distress

*LESSONS 5:* Introduction to communication skills (including a description of techniques and practice)

*LESSONS 6:* Cognition and cognitive neuroscience

*LESSONS 7:* Behaviour analysis e modification

*LESSONS 8:* Workshop on communication skills

*LESSONS 9:* Motivation and change: theory

*LESSONS 10:* Motivation and change: Motivational interview (Practice)

*LESSONS 11:* Experiencing and expressing emotions: theory

*LESSONS 12:* Experiencing and expressing emotions: practice (videos, photolanguage)

*LESSONS 13:* Triadic relationship: theory and videos

*LESSONS 14:* Development: theory and practice

*LESSONS 15:* Assertiveness: theory and practice

*LESSONS 16:* Cultural diversity and spirituality

- **4<sup>th</sup> year (1 credit)**

*LESSONS 1:* Reviews of patient-centered Dialogues elaborated by the students at the III year partial exam

*LESSONS 2:* Patient Education & Shared Decision Making 1

*LESSONS 3:* Patient Education & Shared Decision Making2 (Adherence)

*LESSONS 4:* Communicating medical errors

*LESSONS 5:* Dealing with patients in pain



*LESSONS 6:* Communication in oncology and palliative care

▪ **5<sup>th</sup> year (1 credit)**

*LESSONS 1:* The Role of Clinical Psychology in Healthcare

*LESSONS 2:* Supervisions and training for clinicians

*LESSONS 3:* Communicating in COVID Times

*LESSONS 4:* Communication Skills for Staff wearing PPE

*LESSONS 5:* Communication Skills for Staff wearing PPE WORKSHOP

*LESSONS 6:* Multidisciplinary CS in Teams

*LESSONS 7:* Psychological assessment with organic patients

*LESSONS 8:* Models of Psychotherapy

*LESSONS 9:* Judgment and Decision Making in Medical Practice

*LESSONS 10:* Doctor-patient communication in the era of personalized medicine

## **Teaching Methods**

Lectures: the main purpose of lectures is to transfer knowledge to students by guiding them through the most relevant subjects of the disciplines included in the course of Communication skills. Students are expected to participate in lectures proactively and to take notes as part of the learning process.

Practice: the students will have the opportunity to participate in simulations and role-playings to practice the communication skills presented during the lesson.

Clinical cases will be presented and exercises will be proposed to potentiate and consolidate the understanding and learning.

All lectures will be held synchronously, either in the presence or using Teams.

## **Verification of learning**

Each year the student will undergo a partial exam. The partial exam will include a test with 32 multiple choices questions (only one correct for each question). Every correct answer will score 1 and to pass the exam a minimal score of 18 is needed. A score of 32 will correspond to a 30 cum laude score. The final score for the Communication skills course will be represented by the average of scores obtained in the three partial exams for each year.



## **Texts**

Margaret Lloyd, Robert Bor, and Lorraine Noble. *Clinical Communication Skills for Medicine, 4th Edition*. Elsevier.

Adrienne Boissy and Timothy Gilligan. *Communication the Cleveland Clinic Way: How to Drive a Relationship-Centered Strategy for Exceptional Patient Experience 1st Edition*.

Egidio Moja and Elena Vegni. *La visita medica centrata sul paziente*. Cortina Raffaello