

MINISTRY OF HEALTH OF UKRAINE
ODESA NATIONAL MEDICAL UNIVERSITY

Department of general and clinical pharmacology and pharmacognosy



APPROVED

Deputy rector for scientific and pedagogical activity

Eduard BURIACHKIVSKYI

« 01 » 09 2023 y.

WORKING PROGRAM OF EDUCATIONAL DISCIPLINE
“PSYCHOLOGY OF COMMUNICATION”
(full-time education)

Level of higher education: second (master's)

Field of knowledge: 22 "Health care"

Specialty: 226 "Pharmacy, industrial pharmacy"

Educational and professional program: Pharmacy, industrial pharmacy

The program was compiled on the basis of the educational and professional program "Pharmacy, industrial pharmacy", training of specialists of the second (master's) level of higher education in specialty 226 "Pharmacy, industrial pharmacy" field of knowledge 22 "Health care", approved by the Scientific Council of ONMedU (from 29.06.2023, protocol #8).

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The working program approved at the meeting department pharmacology and pharmacognosy

Protocol No. 1 from 28.08.2023.

Head of the Department,
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Agreed from guarantor of EPP _____



Liana UNGURYAN

Approved at the meeting objective cyclical commission on pharmaceuticals discipline ONMedU

Protocol No. 1 from 29.08. 2023

Head of subject cyclical methodical Commission
from pharmaceuticals discipline ONMedU _____



Natalia FIZOR

Reviewed and approved at the meeting departments

Protocol No. ___ of " ___ " _____ 20__

Head department _____

(signature)

(Name SURNAME)

Reviewed and approved at the meeting departments

Protocol No. ___ of " ___ " _____ 20__

Head departments _____

(signature)

(Name SURNAME)

1. Description of the academic discipline:

Name indicators	Branch knowledge , specialty, specialization, level of higher education	Characteristics of the educational disciplines
General quantity: Credits - 3 Hours - 90 Content modules - 10	Branch knowledge : 22 " Security health »	<i>Full- time education</i>
		<i>Year preparation : II</i>
		<i>Semester: III</i>
	Specialty : 226 " Pharmacy , industrial pharmacy »	<i>Lectures - 0 hours</i>
		<i>Seminars - 0 hours</i>
		<i>Practical - 30 hours</i>
		<i>Independent work - 60 hours</i>
	Level higher Education : second (master's)	<i>including _ individual task - 0 hours</i>
<i>The form of the final control - differential settlement</i>		

2. The purpose and tasks of the educational discipline

Purpose: formation of professional communicative knowledge, abilities and skills as a component of the specialist's professional competence.

Task:

- to form students' knowledge of the basic categories and concepts of the psychology of communication, basic methods of research of interpersonal interaction;
- reveal the essence of business communication and the peculiarities of communication and interpersonal interaction in professional and activity;
- to help students master the skills and abilities of building and conducting a constructive communicative process in professional activities and everyday life.

Process study disciplines aimed at formation elements the following competencies:

- IC - Ability to solve complex tasks and problems in a certain industry professional activity or in process learning that _ provides carrying out research and/ or implementation innovations and characterized complexity and uncertainty of conditions and requirements .
- GC01. Ability to think abstractly , analyze and synthesize, learn and be modern learned _

- GC02. Knowledge and understanding objective areas and understanding professional activities .
- GC03. Ability to communicate in the state language both orally and in writing.
 - GC05. Ability evaluate and provide quality performed works
 - GC06. Ability to work in a team.
 - GC08. Ability save and multiply moral, cultural, scientific values and achievements society based understanding history and regularities development objective region, her places in the general system knowledge about nature and society and in development society, technology and technology, to use different types and forms motor activities for active recreation and leading a healthy lifestyle.
 - GC09. Ability use information and communication technologies .
 - GC10. Ability act socially responsibly and consciously .
 - GC11. Ability apply knowledge in practical situations .
 - GC13. Ability detect initiative and entrepreneurship .
 - SC01. Ability integrate knowledge and solve complex tasks pharmacy in broad or multidisciplinary contexts.
 - SC02. Ability collect , interpret and apply data necessary for professional _ activity , implementation research and implementation innovative projects in the field pharmacy .
 - SC25. Ability demonstrate and apply in practice activity communicative skills communication , fundamental principles pharmaceutical ethics and deontology , that based on moral obligations and values , professional ethical norms behavior and responsibility in accordance with the Pharmaceutical Code of Ethics employees of Ukraine and WHO leadership .

Program learning outcomes (PLO):

- PLO03. Mothers are specialized knowledge and skills / skills for solving professional problems and tasks, including for the future development knowledge and procedures in the field pharmacy .
- PLO04. Free communicate in the national and English languages orally and in writing for discussion professional problems and results activities , presentations scientific research and innovation projects .
- PLO09. Formulate, argue, clearly and concretely convey to specialists and non-specialists, including those seeking higher education, information based on one's own knowledge and professional experience, the main trends in the development of world pharmacy and related industries.

- PLO24. Conduct professional activities in social interaction based on humanistic and ethical principles; to identify future professional activity as socially significant for human health.
- PLO26. Argue information for acceptance decisions, bear responsibility for them in standard and non-standard professional situations; follow principles deontology and ethics in professional activities.
- PLO27. Perform professional activity with use creative methods and approaches.
- PLO28. Carry out professional communication in the state language, use skills oral communication in a foreign language, analyzing lyrics professional orientation and translate foreign languages informative sources.
- PLO30. Adhere to the norms of professional communication effective interaction with colleagues, management, consumers work in a team.

In result of the study educational disciplines the student must:

Know:

- Subject and object psychology of communication
- Definition communication, activity, social relations;
- The main characteristics of communication, forms and means communication;
- Features communication as social human needs, classification basic communication functions;
- Concept “interpersonal communication”, “role-playing communication”, “social position”, “social status”, “social role”, “imperative communication”.

Be able to:

- Conduct business communication with colleagues and partners
- Establish contact with the patient, conduct a conversation, collect anamnesis results;
- Distinguish verbal and non-verbal signs of patients;
- Distinguish those causes of the disease that they can have psychological or social cause;
- Determine individual and psychological differences personalities according to their manifestations in activity and communication;
- Analyze before conflict and conflict situation and contribute their solution .
- use professionals knowledge in the solution practical questions;
- independently work with educational and reference literature;
- apply knowledge of practical psychology when studying profile discipline

To have skills of:

- Definition of types of communication and its functions;
- Concepts of peculiarities of verbal and non - verbal communication ;
- Concepts of optical- kinetic ;, proxemic ;, para -linguistic ; and other sign systems. Concepts languages facial expressions and gestures ;

3. Contents of the work program

Topic 1. Psychology as a science

The subject of psychology . Correlation scientific and everyday psychology . Tasks and principles psychological science. Place psychology in the system of sciences. Industries psychology . Schools , trends and concepts in psychology . Brain and psyche .

Topic 2. Methods of psychology

Methods scientific of research . Observation as the main method. Experiment . Additional methods .

Topic 3. Communication as a psychological category

Social and psychological specifics communication . Personality in context communication . Basic characteristics of communication . Sociocultural aspects communication . Communication as information transfer . Communication as interaction .

Topic 4. Communication process and its components

Communication as an object of interdisciplinary research. The essence and nature of communication. The relationship between the concepts of “communication” and “activity”. Subject-practical activity as the basis and prerequisite of human communication. Social, interpersonal relations and communication.

Content, types, levels of the communication process. Communication functions. Three-component structure of communication. Peculiarities of

functioning of the communicative component of communication as an exchange of information. The perceptual component is the partners' perception of each other. The interactive component is the organization of interaction.

Topic 5. Communication and personality

Personality and communication. Basic needs, motives and goals of communication. Communicative qualities of personality. Research methods of communication, interpersonal relations, communicative abilities and personality skills.

Topic 6. Communication as information exchange

The concept of language and speech. Emotional and cognitive functions of speech. Internal speech. Dialogue and monologue speech. Speech and mutual understanding. Types of hearing. Listening as an active process. Reasons for distortions of information. Non-reflective and reflective listening.

Features of non-verbal communication. Functions of non-verbal messages. The main channels of non-verbal communication. Characteristics of the structural components of non-verbal communication: expressive and expressive movements (poses, gestures, facial expressions, gait), visual contact, acoustic means of transmitting non-verbal information. The influence of spatial placement and time in communication. The problem of interpreting non-verbal behavior.

Topic 7. Communication as perception

Perception and understanding of a person by a person as the basis of effective communication. Social perception and its structure. Formation of the first impression and features of perception during constant communication. Errors of perception. "Effects" of perception: halo, novelty and primacy, stereotyping, projection, false interpretation. Visual psychodiagnosis. Constitutional typologies of E.Kretschmer and U.Sheldon. Basics of physiognomy.

Behavior as a source of information. The phenomenon of causal attribution. Image and self-esteem.

Topic 8. Interaction in the process of communication

Interaction in communication. Transactional analysis by E. Bern. Role standards and concepts. Situations and actions during communication. Communication styles, their use. Manipulations. Types of manipulators. Psychological means of influence in the process of communication.

Assertive behavior, its conceptual provisions. Assertive techniques: characteristics, expediency and effectiveness of use.

Topic 9. Violations, barriers and difficulties of communication

Communication disorders and communication barriers. Dependence of communication difficulties on a person's age. Shyness as a specific difficulty in interpersonal communication.

Solitude. Types of loneliness, principles and causes of chronic feeling of loneliness. Autism and alienation. Anomie Complex difficulties in communication.

Character accentuations and communication defects. Rigidity and anxiety as factors of defective communication.

Destructive communication. Aggressive-conflict interaction. Sources of aggressiveness. Patterns of aggressive behavior.

Content module 2. Psychology of professional communication

Topic 10. Business communication

Specificity, structure and functions of business communication. Types of business communication. Business conversation as the main form of business communication. Negotiations as a type of business communication. The process of preparation for negotiations: analysis of the situation, opportunities, needs of partners. Creating an atmosphere and finding common ground. Focus on the problem. Creation of mutually beneficial options. Stages of the negotiation process.

Orientation in the personality of a business partner. The role of emotions during business communication. Manager's business communication. Communicative interaction in work teams.

Topic 11. Professional communication

Communication in professional activity. Purpose, subject, object and structure of professional communication. Speaking skills and communicative competence of a specialist.

Communicative attack as a method of professional contact in communication. Emotions and their control. Emotional expression and self-expression. Causes of emotional expression disorders. Verbalization of the emotional state. Ways of expressing emotional states. Structure and content of "I-expression". Analysis of the influence of personal characteristics on the process of professional communication.

Topic 12. Conflicts in communication: causes, ways of prevention and resolution

The essence and nature of the conflict. Structure and main types of conflict. Interpersonal conflicts. Peculiarities of conflicts in the professional activity of pharmacy specialists. Interpersonal conflict management. Conflict prevention methods. Strategy and style of behavior in a conflict situation. Methods and techniques of creative conflict resolution.

Techniques, strategies and rules of constructive communication. Etiquette in business communication. Self-affirmation and self-actualization in communication. Spontaneity and openness. Rules of constructive criticism.

Information models of the conflict situation. Conflict in the interaction of doctors and patients. Interpersonal conflicts in medical team _

Topic 13. Ethics and communication culture of medical professionals

Ethics of communication as a manifestation of the culture of feelings. Professional morality. General ethical principles and rules of communication of social workers. Dignity and tolerance as principles of the social worker's professional communication culture . Patience, endurance. Trust and understanding. Basic rules of politeness. Humanization of communication. Humanistic and personal orientation of a social worker.

Topic 14. Means of communication

Verbal means communications. Language and speech culture. Non-verbal means communication. Computer means of professional communication .

Topic 15. Communication in the professional activity of pharmaceutical and medical workers

Psychological aspects communication a pharmacist with a patient.
 Psychological aspects communication a medical worker with a patient. Socio-psychological portrait of a pharmaceutical and medical specialist Features personality the patient

4. The structure of the academic discipline

Topic	Number of hours					
	In total	Including		practical	laboratory	SRS
		lectures	seminars			
Topic 1. Psychology as a science	6.0	0	0	2.0	0	
Topic 2 . Methods psychology	6.0	0	0	2.0	0	
Topic 3. Communication as a psychological category	6.0	0	0	2.0	0	4.0
Topic 4. Communication process and its components	6.0	0	0	2.0	0	4.0
Topic 5. Communication and personality	6.0	0	0	2.0	0	
Topic 6. Communication as information exchange	6.0	0	0	2.0	0	4.0
Topic 7. Communication as perception	6.0	0	0	2.0	0	4.0
Topic 8. Interaction in the process of communication	6.0	0	0	2.0	0	4.0
Topic 9. Violations, barriers and difficulties of communication	6.0	0	0	2.0	0	
Topic 10. Business communication	6.0	0	0	2.0	0	8.0
Topic 11. Professional communication	6.0	0	0	2.0	0	8.0
Topic 12. Conflicts in communication: causes, ways of prevention and resolution	6.0	0	0	2.0	0	8.0
Topic 13. Ethics and communication culture of medical workers	6.0	0	0	2.0	0	8.0
Topic 14. Means of communication	6.0	0	0	2.0	0	
Topic 15. Communication in professional activity	6.0	0	0	2.0	0	8.0

pharmaceutical and medical employees						
in general :	90.0	0	0	30.0	0	60.0

5. Topics of lectures / seminars / practical / laboratory classes

5.1. Topics of lectures

Not provided curriculum .

5.2. Thematic plan of practical classes

No p.p	Topic of practical classes	Number of hours
1	Topic 1. Psychology as a science The subject of psychology . Correlation scientific and everyday psychology . Tasks and principles psychological science. Place psychology in the system of sciences. Industries psychology . Schools , trends and concepts in psychology . Brain and psyche .	2
2	Topic 2. Methods of psychology Methods scientific of research . Observation as the main method. Experiment . Additional methods .	
3	Topic 3. Communication as a psychological category Social and psychological specifics communication . Personality in context communication . Basic characteristics of communication . Sociocultural aspects communication . Communication as information transfer . Communication as interaction .	2
4	Topic 4. Communication process and its components Communication as an object of interdisciplinary research. The essence and nature of communication. The relationship between the concepts of "communication" and "activity". Subject-practical activity as the basis and prerequisite of human communication. Social, interpersonal relations and communication. Content, types, levels of the communication process. Communication functions. Three-component structure of communication. Peculiarities of functioning of the communicative component of communication as an exchange of information. The perceptual component is the partners' perception of each other. The interactive component is the organization of interaction.	2
5	Topic 5. Communication and personality Personality and communication. Basic needs, motives and goals of communication. Communicative qualities of personality. Research methods of communication, interpersonal relations, communicative abilities and personality skills.	2
6	Topic 6. Communication as information exchange The concept of language and speech. Emotional and cognitive functions of speech. Internal speech. Dialogue and monologue speech. Speech and mutual understanding. Types of hearing. Listening as an active process. Reasons for distortions of information. Non-reflective and reflective listening. Features of non-verbal communication. Functions of non-verbal messages. The main channels of non-verbal communication. Characteristics of the structural components of non-verbal communication : expressive and expressive movements	2

No p.p	Topic of practical classes	Number of hours
	(poses, gestures, facial expressions, gait), visual contact, acoustic means of transmitting non-verbal information. The influence of spatial placement and time in communication. The problem of interpreting non-verbal behavior.	
7	<p>Topic 7. Communication as perception Perception and understanding of a person by a person as the basis of effective communication. Social perception and its structure. Formation of the first impression and features of perception during constant communication. Errors of perception. "Effects" of perception: halo, novelty and primacy, stereotyping, projection, false interpretation. Visual psychodiagnosis. Constitutional typologies of E. Kretschmer and U. Sheldon. Basics of physiognomy. Behavior as a source of information. The phenomenon of causal attribution. Image and self-esteem.</p>	2
8	<p>Topic 8. Interaction in the process of communication Interaction in communication. Transactional analysis by E. Bern. Role standards and concepts. Situations and actions during communication. Communication styles, their use. Manipulations. Types of manipulators. Psychological means of influence in the process of communication. Assertive behavior, its conceptual provisions. Assertive techniques: characteristics, expediency and effectiveness of use.</p>	2
9	<p>Topic 9. Violations, barriers and difficulties of communication Communication disorders and communication barriers. Dependence of communication difficulties on a person's age. Shyness as a specific difficulty in interpersonal communication. Solitude. Types of loneliness, principles and causes of chronic feeling of loneliness. Autism and alienation. Anomie Complex difficulties in communication. Character accentuations and communication defects. Rigidity and anxiety as factors of defective communication. Destructive communication. Aggressive-conflict interaction. Sources of aggressiveness. Patterns of aggressive behavior.</p>	2
10	<p>Topic 10. Business communication Specificity, structure and functions of business communication. Types of business communication. Business conversation as the main form of business communication. Negotiations as a type of business communication. The process of preparation for negotiations: analysis of the situation, opportunities, needs of partners. Creating an atmosphere and finding common ground. Focus on the problem. Creation of mutually beneficial options. Stages of the negotiation process. Orientation in the personality of a business partner. The role of emotions during business communication. Manager's business communication. Communicative interaction in work teams.</p>	2
11	<p>Topic 11. Professional communication Communication in professional activity. Purpose, subject, object and structure of professional communication. Speaking skills and communicative competence of a specialist. Communicative attack as a method of professional contact in communication. Emotions and their control. Emotional expression and self-expression. Causes of emotional expression disorders. Verbalization of the emotional state. Ways of expressing emotional states. Structure and content of "I-expression". Analysis of</p>	2

No p.p	Topic of practical classes	Number of hours
	the influence of personal characteristics on the process of professional communication.	
12	Topic 12. Conflicts in communication: causes, ways of prevention and resolution The essence and nature of the conflict. Structure and main types of conflict. Interpersonal conflicts. Peculiarities of conflicts in the professional activity of pharmacy specialists. Interpersonal conflict management. Conflict prevention methods. Strategy and style of behavior in a conflict situation. Methods and techniques of creative conflict resolution. Techniques, strategies and rules of constructive communication. Etiquette in business communication. Self-affirmation and self-actualization in communication. Spontaneity and openness. Rules of constructive criticism. Information models of the conflict situation. Conflict in the interaction of doctors and patients. Interpersonal conflicts in medical team _	2
13	Topic 13. Ethics and communication culture of medical professionals Ethics of communication as a manifestation of the culture of feelings. Professional morality. General ethical principles and rules of communication of social workers. Dignity and tolerance as principles of the social worker's professional communication culture. Patience, endurance. Trust and understanding. Basic rules of politeness. Humanization of communication. Humanistic and personal orientation of a social worker.	2
14	Topic 14. Means of communication Verbal means communications . Language and speech culture . Non-verbal means communication . Computer means of professional communication .	2
15	Topic 15. Communication in the professional activity of pharmaceutical and medical workers Psychological aspects communication a pharmacist with a patient. Psychological aspects communication a medical worker with a patient. Socio-psychological portrait of a pharmaceutical and medical specialist Features personality the patient	2
	Total:	30

5.4. Topics of laboratory classes

Laboratory classes are not provided.

6. Independent work

No n/p	Title of topics and content	Volume in hours
1	Communication process and its components Development of educational literature, preparation of a detailed plan of answers to the questions of the topic, development of cases	4
2	Communication as an exchange of information Elaboration of educational literature, preparation of speeches and presentations, development of cases	4
3	Communication as perception Compilation of a detailed plan of answers to the questions of the topic, development of cases	4
4	Interaction in the process of communication Elaboration of educational literature, preparation of speeches and presentations, development of cases	4

No n/p	Title of topics and content	Volume in hours
5	Violations, barriers and difficulties of communication Elaboration of educational literature, preparation of speeches and presentations, development of cases	4
6	Business communication Elaboration of educational literature, preparation of a speech-presentation, development of a business game	8
7	Conflicts in communication : causes, ways of prevention and resolution Elaboration of educational literature, preparation of speeches and presentations, development of cases	8
8	Professional communication of pharmaceutical and medical workers Elaboration of educational literature, preparation of speeches and presentations, development of cases	8
9	Ethics and communication culture of pharmaceutical and medical workers Elaboration of educational literature, preparation of speeches and presentations, development of cases	8
10	Communication of pharmaceutical and medical workers among themselves and with patients in social networks Elaboration of educational literature, preparation of speeches and presentations, development of cases	8
	Total:	60

7. Teaching methods

Practical classes: conversation, solving situational problems

Independent work: independent work with the textbook, electronic information resources, independent work with situational tasks and tests

8. Control methods and criteria for evaluating learning outcomes

Current control: oral survey, testing, assessment of performance of practical skills, solution of situational tasks, assessment of activity in class.

Final control: diff . assessment, testing.

Assessment current educational activities in practical classes :

1. Evaluation theoretical knowledge on the topic of the lesson :
 - methods : survey , solution situational tasks
 - the maximum score is 5, the minimum rating - 3, unsatisfactory score - 2.
2. Evaluation practical skills and manipulations on the topic of the lesson :
 - methods : assessment correctness implementation practical skills
 - the maximum score is 5, the minimum rating - 3, unsatisfactory score - 2.
3. Evaluation practical works on the topic of the lesson :
 - methods : assessment correctness implementation practical skills
 - the maximum score is 5, the minimum rating - 3, unsatisfactory score - 2.

Score for one practical class is an arithmetic average in all respects constituents and can have only an integer value (5, 4, 3, 2), which is rounded according to the statistics method.

Current evaluation criteria in practical training

Rating	Evaluation criteria
Perfectly "5"	worked systematically during the semester, showed versatile and deep knowledge of the program material during the exam, was able to successfully perform the tasks provided for in the program, mastered the content of the main and additional literature, realized the interrelationship of individual sections of the discipline, their importance for the future profession, showed creative abilities in understanding and using educational program material, demonstrated the ability to independently update and replenish knowledge; the level of competence is high (creative);
Fine "4"	is awarded to a student who has demonstrated complete knowledge of the curriculum material, successfully completes the tasks provided for by the program, has mastered the basic literature recommended by the program, has shown a sufficient level of knowledge in the discipline and is capable of their independent updating and renewal in the course of further education and professional activity; the level of competence is sufficient (constructive and variable);
Satisfactorily "3"	is awarded to a student who has demonstrated knowledge of the main curriculum material in the amount necessary for further education and subsequent work in the profession, copes with the tasks provided for by the program, made some mistakes in the answers on the exam and when completing the exam tasks, but has the necessary knowledge for overcoming mistakes made under the guidance of a scientific and pedagogical worker; the level of competence is average (reproductive);
Unsatisfactorily "2"	is given to a student who has not demonstrated sufficient knowledge of the main curriculum material, has made fundamental mistakes in the performance of tasks provided for by the program, cannot use the knowledge in further studies without the help of a teacher, has not managed to master the skills of independent work; the level of competence is low (receptive -productive).

Evaluation procedure educational student's activities

Current success

Assessment success studying subjects of the discipline performed on a traditional 4-point scale.

In a practical lesson students should be interviewed at least once in 2-3 practical classes (no more than 75% of students), and at the seminary - at least once in 3-4

classes (no more than 50% of students). At the end of the semester (cycle), the number grades of students in the group should be the same on average .

At the end of each lesson the teacher must announce them to the students estimates , enter the appropriate one entry to the Accounting Journal attendance and success students and information accounting performance and attendance of classes by students.

At the end study disciplines is calculated current success rate is average current score (avg arithmetic everyone current marks on the traditional scale, rounded to two signs after a comma).

In the last practical session teacher obliged to provide information to students about results their current academic success and academic debt (if such is), as well as during execution educational programs in the discipline to fill I will settle student's book

For promotion average score in the discipline current grades "3" or "4" are not recalculated .

Differential test is displayed on the last one training in the discipline according to the results of the final exam interviews are mandatory performance by the student of all species works provided for workers curriculum and evaluated for the current one educational activity on average not lower than 3.00. The grade received for the answer to the differential credit , and average score current success for study disciplines are used for calculation average arithmetic that _ makes up general assessment in the discipline .

In the balance the student's book is graded by the teacher on the discipline according to traditional and 200-point scales.

9. Distribution of points received by students of higher education

Grade for discipline consists of 50.0% of the current assessment success rate and 50.0% of the grade for differential credit .

The average score for the discipline is transferred to the national score assessment and converted into points on a multi-point scale.

Conversion traditional grades for the discipline are carried out in the 200-point class information and computing center of the university program "Contingent".

Table conversion traditional scores in multipoint :

national assessment	points
"5"	185-200
"4"	151-184
"3"	120-150

Discipline points regardless are converted both to the ECTS scale and to the four-point scale. Points from the ECTS scale are not converted into a four-point scale and vice versa . Further bills carries out information and computing center of the university .

Conversion traditional grades in discipline and sum points on the ECTS scale

ECTS assessment	Statistical indicator
"AND"	the best 10% of students
"IN"	the next 25% of students
"WITH"	the next 30% of students
"D"	the next 25% of students
"E"	the last 10% of students

ECTS assigns the grade on the scale educational unit ONMedU or dean's office after ranking grades in the discipline among students which study in one course and according to one specialty . Ranking students - citizens of foreign countries is recommended by decision Scientific advice should be carried out in one massif .

10. Methodological support:

- Working program of the academic discipline
- Syllabus of the academic discipline
- Methodological developments for teachers in practical classes No. 1-No. 15 (attached).
- Methodological recommendations for students from independent extracurricular activities works #1 - #10 (added).
- Multimedia presentations
-

List of didactic teaching aids

No	List of technical and didactic teaching aids, educational equipment	Notes
1.	Multimedia projector	

11. List of questions for assessment

1. Give the definitions of the concept of communication known to you. Define the concepts of communication and communication.

2. What significance did the discussion on the relationship between the concepts of activity and communication have for deepening knowledge about communication? Give arguments for different views on this ratio.
3. Name and explain the main principles of the theory of communication B.F. Lomov.
4. What is the significance of the concept of collective subject for the analysis of communication?
5. How does the socio-psychological aspect of communication research differ from the general psychological aspect?
6. How are the concepts of communication and social relations related? What points of view do you know about this?
7. Why, when defining the structure of communication, it is necessary to highlight the aspect in which it is considered? Give examples of the classifications of the structure of communication known to you.
8. Describe interpersonal communication.
9. What is the importance of role communication for a person?
10. How do you understand the relationship between social position and social role in communication? Does this connection affect the content of the communication?
11. What role does ritual communication play in people's daily life? Give examples.
12. What is monologic communication, imperative and manipulation?
Give examples where manipulation is a necessary component of human life.
13. What are the features of dialogic communication? Reveal its creative function.
14. Show the role of the communicative and binding function of communication in the process of anthroposociogenesis.
15. Give examples in which the human-creating function of communication is revealed.
16. Reveal the stages of formation of the need for communication in the process of ontogenesis. Why can't the socialization of the individual take place without communication with an adult?

17. Show the significance for the theory of communication of the experiment with deaf-blind children of the Zagorsk boarding school.
18. Reveal the meaning of the phenomenon of psychological disconfirmation.
19. What is affiliation? Show the meaning of this phenomenon for a person. Show the relationship of affiliation with social support.
20. What is the buffering effect of social support?
21. Show how the concepts of loneliness, emotional isolation and social isolation are related.
22. Define the concept of social perception. Reveal its content, show the multi-functionality of this process.
23. What meaning do you attach to the statement that the object of social perception is the author of the message that is interpreted by the observer?
24. Decipher the expression: perceptual hooks with the social cipher of the object of social perception.
25. What is physiognomy? Name prominent scientists who are involved in this kind of knowledge. What is the place of physiognomy in the theory of social perception?
26. Why, in your opinion, has the development of knowledge in physiognomy, phrenology, palmistry, graphology, and astrology slowed down? What significance do these areas of knowledge have for the development of the psychology of individual differences?
27. Name the theories of personality typologies that are best known to you. Show their connection with research on external personality traits.
28. What is visual psychodiagnosis? Show its practical significance. Do you use any of the techniques of visual psychodiagnosis in your practice?
29. In connection with what arises and what is the problem of the accuracy of interpersonal perception? Is it possible to develop perceptual abilities with the help of training?
30. Define the subject of the perceptual process. What are its features that affect the adequacy of perception?
31. Show how the subject's level of culture affects his perceptive abilities.

32. Reveal the meaning of the age and gender characteristics of the personality of the subject of perception, which affect the adequacy of his perception.
33. Show the features of the process of social perception in the situation of role interaction.
34. What effects of perception arise in the situation of the first impression of a person?
35. Reveal the essence of the halo effect and show the factors influencing this effect.
36. Describe stereotyping as an effect of interpersonal perception.
37. What is the stereotype of waiting? Show its positive and negative sides in the situation of the pedagogical process.
38. Describe the process of social perception in a situation of dialogic interaction.
39. What do you know about the meaning of the concept of identification? What does it mean to understand a person?
40. Define the role of social reflection in social perception. Show the differences between the general psychological concept of reflection and its socio-psychological interpretation as social reflection.
41. What is causal attribution? Reveal the meaning of this phenomenon.
What methods of causal attribution do you know?
42. What is the fundamental error of causal attribution?
Identify the conditions that give rise to the fundamental fallacy of causal attribution.
43. Show how the observer-participant problem is investigated in attribution theories.
44. What is the importance of the intonation of his voice in the doctor's statements?
What emotions should a doctor show during a conversation with a patient? Do you know what incorrect medical terms doctors sometimes use?
45. What are iatrogenic diseases? What are the reasons for their occurrence?
46. What methods can you name for establishing psychological contact between a doctor and a patient?
47. What techniques of active listening should a doctor possess when communicating with a patient?

48. Describe how exactly the patient's first impression is made when meeting with a doctor? What techniques of persuasion should a doctor use when communicating with a patient?
 49. Computer tools of professional communication.
 50. Methods of developing a doctor's communication skills.
 51. Professional communication of medical specialists.
 52. Conflicts and stresses in professional communication.
 53. The essence, sources, causes, functions, and classification of conflicts.
 54. Main contradictions and conflicts in professional activity.
 55. Structure, scope, dynamics of the conflict.
 56. Conflict in the interaction of doctors and patients.
 57. Interpersonal conflicts in the medical team.
 58. Psychological aspects of doctor-patient communication.
 59. Do you know the ways for a doctor to get out of a conflict situation that may arise between him and the patient?
 60. Social and psychological portrait of a doctor.
 61. Describe the general structure of a conversation between a doctor and a patient.
 62. Explain what the cognitive aspect of the conversation consists of.
- What is the emotional aspect of the conversation? Name the main forms of psychological interaction between a doctor and a patient.

12. Recommended literature

Main:

1. Kaidalova L. G., Pleaka L. V. Psychology of communication: a study guide: NFaU, 2011. – 132 p.
2. Tertychna N. A. Age psychology: a study guide / N. A. Tertychna/K.: Kniga-plus. 2018. – 357 p.
3. Tertychna N.A. Workshop on age psychology / N. A. Tertichna – K.: Kniga-plus, 2018. – 119 p.

Additional:

1. Abramovich S.D., Chikarkova M.Yu. Speech communication: Textbook. - K.: Center for educational literature. - 2004.
2. Verbal means of communication and speech etiquette // Chmut T., Chaika G. Ethics of business communication. - K., 2002. - P. 107-117.
3. Skibska L.I. Conflictology : educational manual / L. I. Skibska . / K.: Educational Center of literature , 2007. – 384 p.
4. Filonenko M. Psychology of communication. Educational manual / K.: Center of educational literature, 2008. – 224 c.
5. Shevchuk S. V. Dilove broadcasting for the state employees : education _ manual / S. V. Shevchuk. – Kyiv: Ariy , 2008.

13. Electronic information resources

1. <https://pidruchniki.com/>
2. <https://stud.com.ua/>
3. Official website of the ONMedU scientific library : <https://onmedu.edu.ua/biblioteka/>
4. The page of the department's methodical work on the ONMedU website : <https://info.odmu.edu.ua/chair/pharmacognosy/files>