



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Tecniche di Comunicazione

1718-2-H4101D254-H4101D172M

Aims

The aim of the course is to enable students to communicate properly with patients, following the recognized guidelines, with humanity and sensitivity, in the different situations and with different types of patients; students will learn how to manage patients' reactions to the disease and to regulate their own behavior and their emotional reactions in the professional interactions with patients and colleagues

Contents

psychological and relational elements in the patient-doctor relationship; therapeutic alliance; communication skills; verbal and non verbal communication; counselling techniques; motivational interview; illness and emotions; how to manage relational skills. disease-centred medicine and patient-centred medicine; subjective elements in medical education; interpersonal sensitivity and caring relationship.

Detailed program

- To understand the importance of the relationship with the patient as a fundamental element of the clinical intervention
- To recognize the student's relational style for better communication with the patient and a better ability to listen through direct experience
- To acquire the ability to use communication techniques appropriately
- Show the psychological complexity of a medical interview and its value as an instrument of intervention and change

- To recognize the patient's motivations, attitudes and emotions during the doctor-patient interview
- Recognize the importance of the subjective dimension of the illness experience and the emotional impact on the patient
- Show the complexity of the impact of the disease - in its various perspectives - on the patient and the importance of the psychological dimension in response to illness and treatment
- The distinction between disease-centered medicine and patient-centered medicine
- The origins of the reflection on the need for a doctor's training in the proper conduct of the doctor-patient relationship
- The notion of Michael Balint of drug-doctor
- The role of the analysis of the demand in the diagnostic phase
- The incidence of psychological and relational components, both in the diagnostic phase and in the management of the treatment
- The notion of therapeutic alliance
- The central role of building a relationship of trust between doctor and patient
- The placebo effect
- The nocebo effect

Prerequisites

To be admitted to the exam of communication skills, history and patient-doctor in primary care, students must have received a positive score at the on-line english examination

Teaching form

Lessons, supervised small group activities, role-play

Textbook and teaching resource

J. Groopman 2008. Come pensano i dottori, Mondadori; L. Sanders 2009; Ogni paziente racconta la sua storia, Einaudi; M Lloyd R Bor 2009. Communication Skills for Medicine, 3rd Edition Elsevier; A Virzi. 2007. La relazione medico-paziente. Come riumanizzare il rapporto: un manuale introduttivo Editore: Franco Angeli; Dispense fornite dai docenti

Semester

first term

Assessment method

Written, multiple choice and open questions

Office hours
