



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Behavioural Sciences, Communication Skills I

2122-2-H4102D013-H4102D039M

Aims

At the end of the course the student acquires the following knowledge and skills:

Contents

Psychological and relational variables in the doctor-patient relationship; Disease Centered Medicine and Patient Centered Medicine; communication techniques; communication protocols (e.g. Calgary Cambridge Interview); verbal and non-verbal communication; therapeutic alliance; sane and vicious interpersonal cycles.

Detailed program

General aspects

Doctor centered vrs Patient Centered Medicine; f_____

Techniques of verbal communication; _____

Communication guidelines and protocols

Emotions

The role of emotions in communication and in the doctor / patient relationship; _____

Prerequisites

general knowledge about Humanities in medicine acquired in the first year course "Humanities"

Teaching form

Frontal lessons, with the use of active and interactive methodologies (e.g. mentimeter, flipped classroom, buzz groups), guided discussion in the classroom, with the use of educational videos and film clips

Small group reflective activities, clinical cases discussion, clinical conversations simulations, role-playing (es. prescribe insulin injections to a patient with needle phobia)

Any changes may be possible in the event of a national pandemic, strictly following the instructions of the University

Textbook and teaching resource

Communication Skills for Medicine, 4e Lloyd et al., Elsevier, 2018 (UK)

Skills for Communicating with Patients, 3rd Edition Jonathan Silverman, Suzanne Kurtz, Juliet Draper, CPD press, 2013 (ITA e UK)

R. Buckmann, Difficult Conversations in Medicine: Strategies That Work in Breaking Bad News, 2010, SAGE (UK)

R. Buckmann, How to Break Bad News: A Guide for Health Care Professionals (UK)

J. Groopman, How Doctors Think, 2008 (ITA e UK)

L. Sanders 2010; Every patient tells a story, Penguin

Semester

second semester

Assessment method

Final assessment is aimed at measuring:.....

It includes discussion of problems, analysis of clinical cases, open conceptual questions, closed questions

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Office hours

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