



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## COURSE SYLLABUS

### Behavioural Sciences, Communication Skills III

2223-2-H4102D013-H4102D041M

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#### Aims

This course will expand students' communication skillset by providing practical suggestions and strategies on how to deliver and receive effective and functional feedback in healthcare settings.

#### Contents

This unit will guide students in analysing common barriers to effective feedback in work settings, appreciating the importance of cultivating a positive feedback culture, and in exploring strategies to formulate functional feedback and how to use them effectively in practice.

#### Detailed program

- How to provide and receive feedback: what works, what doesn't, and why. Theoretical notions about feedback.
- How to foster a positive feedback culture: the Johari Window and the MACRO YES model.
- Managing challenging conversations with positive outcomes: theory and practical tips on how to manage criticisms and negative feedback.
- General overview of workplace-based assessment methods in clinical supervision: supervisor and trainee perspectives.

#### Prerequisites

none

## **Teaching form**

Lectures; activities in small-group activities; simulated interview; role play  
Language: English

## **Textbook and teaching resource**

A selection of scientific journal articles will be provided; ppt slides and other relevant material will be uploaded on the e-learning website.

Kelly E., Richards J.B. (2019). Medical education: giving feedback to doctors in Training, BMJ, 366:l4523 doi: 10.1136/bmj.l4523

## **Semester**

second term

## **Assessment method**

The final examination will assess students' level of knowledge and problem-solving abilities through analysis and discussion of cases and scenarios from real-life situations and open-ended conceptual questions.

## **Office hours**

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## **Sustainable Development Goals**

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | GENDER EQUALITY

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