UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Behavioural Sciences, Communication Skills III

2324-2-H4102D013-H4102D041M

Aims

This course will expand students' communication skillset by providing theoretical notions as well as practical suggestions and strategies on how to deliver and receive effective and functional feedback and how to manage conflicts 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 exploring strategies to formulate functional feedback and how to use them effectively in practice. Furthermore, basic theoretical notions as well as practical strategies to recognise and tackle conflicts in healthcare settings will be discussed.

Detailed program

The following contents will be covered:
-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: 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.
-Don't panic: it is just a conflict! Basic notions and practical strategies to tackle conflicts in the workplace.

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 or multiple-choice questions.

Office hours

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Sustainable Development Goals

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