



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Psicologia Clinica

2324-3-I0101D014-I0101D044M

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#### Aims

Knowing how to describe the concept of "difficult patient" in terms of the narrative of the patient; knowing how to recognize and describe the features of different attachment styles and the implications for the relationship with the patient; knowing how to recognize and describe interpersonal motivational systems (activation, deactivation, objectives and related emotions); knowing how to describe the different phases of the Calgary Cambridge model, identifying the objectives and the main communication and relational skills required. Knowing protective and vulnerability factors of stress in nursing.

#### Contents

The difficult patient and personal narrative

Interpersonal motivational systems

Attachment in the relationship with patients

The Calgary Cambridge model and communication skills

Protective and vulnerability factors of stress in nursing

#### Detailed program

The difficult patient and personal narrative. Interpersonal motivational systems (attachment, care, predatory, competitive, sexual, play and affiliation, cooperative). Attachment and relationship with patients (secure, avoidant,

ambivalent, disorganized attachment); attachment-based care approach. The Calgary Cambridge model and communication skills (start of consultation, information gathering, explanation and planning, conclusion, providing structure, building the relationship).

## **Prerequisites**

Be regular with the curricular exams

## **Teaching form**

Lessons in attendance

## **Textbook and teaching resource**

Liotti G., Fassone G., Monticelli F. (2017). L'evoluzione delle emozioni e dei sistemi motivazionali. Raffaello Cortina Editore. Capitoli 1,2,3

Wilhelm K., Tietze T. (2016). Difficult doctor-patient interactions. Applying principles of attachment-based care. *Medicine Today*, 17(1-2), 36-44

Silverman J., Kurtz S., Draper J. (2015). Competenze per comunicare con i pazienti. Piccin

Some suggested supplementary material will be uploaded on the e-learning platform

## **Semester**

First semester

## **Assessment method**

Written test: closed questions (true/false, multiple choice), open questions on topics presented at lesson.

## **Office hours**

by appointment: marco.bani1@unimib.it

## Sustainable Development Goals

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

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