UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Behavioural Sciences, Communication Skills III

2425-2-H4102D013-H4102D041M

Aims

This course aims to expand students' communication skills by providing both theoretical knowledge and practical strategies for delivering and receiving effective feedback and managing conflicts in healthcare settings.

Contents

This unit will guide students in analyzing common barriers to effective feedback in work settings, appreciating the importance of cultivating a positive feedback culture, and exploring strategies to formulate and use functional feedback effectively. Additionally, basic theoretical notions and practical strategies for recognizing and tackling 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

Teaching Form:
Lectures
Activities in small groups (Team-based learning activities)
Simulated interviews
Role play

Language: Italian

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