UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Enhance Your Communication Skills

2526-3-H4102D115

Aims

Identify and reflect on their own communication style, including strengths and areas for improvement.
Demonstrate effective verbal and non-verbal communication skills.
Apply principles of plain language to ensure clarity and understanding during patient interactions (avoiding medical jargon).
Recognize and appropriately respond to patients' emotional cues and non-verbal signals, demonstrating empathy and respect.
Deliver difficult or emotionally charged information (e.g., breaking bad news) in a compassionate and structured manner using evidence-based protocols (e.g., SPIKES).

Contents

This unit will provide students with theoretical knowledge and practical strategies for effective and functional communication and a general overview of the most important psychological mechanisms involved in interpersonal relationships. In particular, the course will offer participants the knowledge and skills necessary to effectively communicate with patients. Students will be invited to reflect on their personal communication style and they will learn the importance of matching their communication style with situational goals and learn how to manage and control challenging conversations.

Detailed program

1. Introduction to Communication Skills
Recognition of Relevant Communication Elements:
Practical strategies to identify key components of effective communication within work groups

Role of context and environment in communication
2. Strategies for Effective verbale and non verbal Communication
General Communication Strategies:
Techniques for clear and concise non verbal communication
Active listening and its importance
Teach back
medical jargon
3. Managing Challenging Conversations
Conflict Resolution and Breaking Bad News:
the SPIKES model and practical tips
Interrupting patients (triple E)
Techniques to maintain composure and achieve positive outcomes
Case Studies and Role-Play:
Simulated scenarios to practice conflict resolution skills/delivering bad news
Group discussions on handling real-life challenging conversations

Prerequisites

None

Teaching form

Frontal lessons, supervised small-group activities, role-play, game-based tools, and case simulation.

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

Semester

Second term

Assessment method

Office hours

To make an appointment, please contact the lecturers:
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Sustainable Development Goals

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