

**PRIVATE HIGHER EDUCATIONAL INSTITUTION
"INTERNATIONAL ACADEMY OF ECOLOGY AND MEDICINE"
Department of Fundamental Disciplines**

WORKING PROGRAM OF EDUCATIONAL DISCIPLINE

"PSYCHOLOGY OF COMMUNICATION"

LEVEL OF HIGHER EDUCATION Second (master's) level

DEGREE OF HIGHER EDUCATION Master's degree

BRANCH OF KNOWLEDGE 22 Healthcare

SPECIALTY 222 Medicine

Reviewed and approved
at the meeting of the Academic Council
Protocol No. 1, dated August 01, 2016

Kiev 2016

Working program of education discipline Psychology of Communication for the preparation of students of higher education of the second (master's) level of higher education in specialty 222 Medicine.

PSYCHOLOGY OF COMMUNICATION

The subject of the discipline is the study of teaching about the communicative sphere of personality, including the structure, types, and features of interpersonal, professional, and social communication, along with the psychological support of the communicative competence of dentists.

Interdisciplinary connections: The course "Psychology of Communication" is related to social and humanitarian knowledge covered in courses such as "Philosophy," "Sociology and Medical Sociology," "Fundamentals of Bioethics and Biosafety," etc.

The course "Psychology of Communication" forms the foundation for the study of disciplines such as "Deontology in Medicine," "Ethical Problems in Medicine," "Legal Science," "Psychiatry and Narcology," "Medical Psychology," and others.

STRUCTURE OF THE DISCIPLINE

Types of educational activities:

- Lectures
- Seminar classes
- Independent student work

Topics covered in lectures delve into the main theoretical questions of the "Psychology of Communication" subject.

Seminar classes enable students to master the skills of psychological analysis and the resolution of communicative dilemmas in the practical activities of a dentist.

Students' independent work and ongoing educational activities are monitored during seminar classes and through individual sessions with the teacher.

The evaluation of students' success in the discipline is based on a rating system, corresponding to a multi-point scale according to the ECTS system and the traditional scale adopted in Ukraine.

Description of the curriculum in the discipline " Psychology of Communication "

| Name of indicators | Field of knowledge, direction of training, educational qualification level | Characteristic academic discipline |
|------------------------------|--|---|
| | | Full-time teaching |
| Number of credits 3 | Branch of knowledge 22 "Health care" | Full course |
| | Specialty : 222 "Medicine" | |
| Modules 1 | Qualifications of the educational "Master of Medicine" | A year of training |
| Content modules 10 | | I |
| ECTS credits - 3.0 | | Semester |
| | | I, II |
| | | Lectures |
| the total number of 90 hours | Form of education: daytime Type of discipline: elective | 15 hours |
| | | Practical |
| | | 35 hours |
| | | Laboratory |
| | | - |
| | | Individual work |
| | | 40 hours |
| | | Type of control: Diff. settlement |

2. THE PURPOSE OF STUDYING THE EDUCATIONAL DISCIPLINE

The aim of the course is to form a system of knowledge about the forms, types and functions of communication; development of the skill of effective communicative interaction in the social environment of students, future professional activity and society, by increasing competence in techniques and methods of effective communication.

Course objectives:

- ♦ to develop the ability to congruent verbal and non-verbal self-presentation;
- ♦ to develop the ability to speak freely and tactfully, to master the culture of communication taking into account the thesaurus of patients;
- ♦ to develop the ability for active listening, flexibility and creativity in communication ;
- ♦ to form the basis of the ability to analyze and evaluate the communicative activity of the interlocutor, the possibility of effective communication in joint activities (prevention and resolution of conflicts, joint decision-making);
- ♦ master psychological techniques and methods of communicative interaction in future professional activities. .

Competences and learning outcomes , the formation of which contributes to the discipline. The competency matrix is formulated in the form of specific tasks (actions).

- **integral** : the ability to solve typical and complex specialized tasks and problems in the field of health care in the specialty "Dentistry", in professional activity or in the learning process, which involves conducting research and/or implementing innovations and is characterized by the complexity and uncertainty of conditions and requirements;

- **general** :

- GC 1. Ability to abstract thinking, analysis and synthesis;
- GC 2. Knowledge and understanding of the subject area and understanding of professional activity;
- GC 3. Ability to apply knowledge in practical situations;
- GC 7. Ability to search, process and analyze information from various sources;
- GC 8. Ability to adapt and act in a new situation;
- GC 9. Ability to identify, pose and solve problems;
- GC 10. Ability to be critical, self-critical;
- GC 11. Ability to work in a team;
- GC 13. The ability to act socially responsibly and consciously;
- GC 14. The ability to realize one's rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, the rights and freedoms of a person and a citizen of Ukraine;
- GC 15. The ability to preserve and multiply moral, cultural, scientific values and achievements of society based on an understanding of the history and patterns of development of the subject area, its place in the system of knowledge about nature and society and in the development of society, technology and technology, to use various types and forms of motor activities for active recreation and leading a healthy lifestyle;

- **special (professional, subject)** :

- PC 15. Processing of state, social and medical information;
- PC 17. Ability to legally support one's own professional activity;
- PC 1. Ability to solve test tasks of varying complexity;
- PC 2. Ability to analyze the mechanisms of development and interaction of psychological and social processes;
- PC 3. The ability to master the methods and techniques of dialogue and discussion with patient.
- PC 4. Ability to effectively interact with colleagues in mono- and multidisciplinary teams;
- PC 5. The ability to make professional decisions in difficult and unpredictable conditions, to adapt to new situations of professional activity;
- PC 6. The ability to assess the limits of one's own professional competence and improve professional qualifications;
- PC 7. The ability to adhere to the norms of professional ethics in professional activities and to be guided by universal values;
- PC 8. Ability to identify, diagnose and interpret social problems of Ukrainian society and the world community.

Program learning outcomes:

- PLO 16. To form goals and determine the structure of personal activity based on the result of the analysis of certain social and personal needs.
- PLO17. Follow a healthy lifestyle, use self-regulation and self-control techniques.
- PLO18. To be aware of and be guided in one's activities by civil rights, freedoms and duties, to raise the general educational cultural level.
- PLO 19. To comply with the requirements of ethics, bioethics and deontology in their professional activity.

Expected results:

As a result of studying the discipline,

students should *know*:

- content and structure of the concept of communication;
- types, functions and mechanisms of communication;
- the main stages of the development of communication in ontogenesis;
- psychological methods of influence in the process of communication;
- basic principles of professional communication of a physician;
- advantages and limitations of modern communicative models of interaction with patients, taking into account the specifics of the dental profile of the disease and the psycho-emotional state of the patient;
- the principles of choosing an effective communication strategy, the patterns of formation of an effective team; requirements of interpersonal interaction in "doctor-patient", "doctor-doctor", "doctor-nurse" systems;
- knows and understands the importance of verbal and non-verbal communication in the process of communicating with patients and the concept of trust in interaction with the patient;
- the importance of feedback in all types of communication, and its impact on the patient's attitude to the disease and the preservation of individual health ;
- knows and understands the functioning of the entities of the health care system and the social role of the doctor;
- knows and understands the principles of motivating the patient to pro-health behaviors and informing about unsuccessful prognosis;
- principles and methods of communication with the patient and his/her family to build an empathetic, trusting relationship;
- influence of the structure of the ontogenetic development of the cognitive sphere of the personality on the competence of the doctor.

students should be *able to*:

- use acquired skills and knowledge at all levels of the dentist's professional activity;
- constructive means to solve communicative problems of professional work, interpersonal communication and social relations;
- provide the patient and his or her family with information about unfavorable prognosis;
- provide the patient and his family with information about unfavorable prognosis;
- take into account in the process of therapeutic management subjective needs and expectations of the patient resulting from socio-cultural;
- carry out a conversation with an adult patient, child and family using the technique of active listening and expressing empathy, as well as talk to the patient about his/her life situation;
- inform the patient about the purpose, course and possible risks of the proposed diagnostic or therapeutic actions, and obtain his informed consent to take these action;
- apply the acquired knowledge of the psychology of communication in medicine to establish proper and effective relationships with patients, taking into account their psychotypes, condition and relationship to the disease.

students *is ready to*:

- respect medical confidentiality and patient rights;
- recognize and acknowledge their own limitations and make self-assessment of deficits and educational needs.

3. PROGRAM CONTENT

Topic 1. Communication as a category of psychology.

Communication as a need for human existence. Definition of communication in socio-psychological literature. The connection between the concepts of "communication" and "activity". "Subject-object", "subject-subject" and "subject-object" relations in communication. Levels of communication: "individual-individual", "individual-group", "group-society"; phatic, informational, personal. Communication structure. Functions of communication: information-communicative, regulatory-communicative, affective-communicative. Types of communication: necessary, desirable, neutral, undesirable, interpersonal, mass, monologic, dialogic, humanistic, long-term, short-term, conflict.

Topic 2. Basic characteristics of communication.

Social relations. Public relations. Communication- interplay. Communication -activity. Communication, -exchange of information. Communication -of people's perception is one thing. Communication -between personal relationships. Affiliation as a need for communication. Social support. Solitude. attraction Emotional isolation. Similarity of settings.

Topic 3. Means and forms of communication.

Means of communication: verbal and non-verbal. Spoken language, literary language. Artificial languages. Oral language. Written language. Non-verbal communication. Sign systems: optical-kinetic, extralinguistic, paralinguistic, visual communication, proxemics. Forms of communication: conversation, phone conversation, negotiations, meetings. Communication strategies. Competition, avoidance, adaptation, cooperation, compromise. Communication styles: authoritarian, democratic, liberal.

Topic 4. Sociocultural aspects of communication with patient.

Communication culture. Sociocultural situation. National-psychological features of communication. Customs, rites, prescriptions, faith, ideas of the people. Speech culture. Conscience, goodness, duty, honor. "Female" and "male" cultural values. Communication at the macro and micro levels. Modern etiquette.

Topic 5. The essence of interpersonal doctor-patient communication.

The concept of communication. Specificity of interpersonal communication. Communicative space of interpersonal relations. Subjects of communication. Polyfunctionality of communication. Types and forms of communication. The concept of non-verbal communication". Optical-kinetic, proxemic, paralinguistic and other sign systems. Facial expressions. Visual communication. The meaning of gestures, the distance between interlocutors, human postures. Alien gestures. The meaning of sounds and smells in communication. Peculiarities of expressing human emotions through non-verbal communication. communication Joint communicative action Feedback Joint information field Mass organized communication

Topic 6. Psychological features of verbal and non-verbal communication with patient.

Components of verbal communication. The concept of language and speech. Speech culture and art of expression. The art of listening. Reflective listening. Non-reflective listening. Reflective questions. Critical listening. Empathic listening. Types of languages: hard and soft, internal and external, written, dialogical, monologic. Paralinguistic and extralinguistic characteristics of language. Timbre, diction, tone, pitch, speed, tempo, volatility, melodiousness of speech. Techniques, strategies and rules of constructive communication: showing respect for others, the position of "equals", etiquette in business communication, creating an emotional state of communication, timeliness of information, tension equalization techniques, verbalization of emotional state. Psychological analysis of information exchange.

Topic 7. Communication with as interaction.

Concept of interaction (interaction), social interaction. Interaction as contact between people. Spatial contacts. Contacts of interest. Motive. Interest. Interaction as an activity organization. Types of interaction. Cooperation. Cooperation. Interpersonal influence. Personal influence. Functional role influence. Individual-specific impact. Communicative influence. Psychological influence, types of psychological influence: conviction, infection, suggestion, imitation, fashion, rumors. Forms of human behavior in interaction.

Topic 8. Models and styles of professional communication in the medical team.

Communication as communication. Types of communication (horizontal, vertical). Specificity of interpersonal communication. Specificity, structure and functions of business communication. Business conversation as the main form of business communication. Negotiations as a type of business communication. The process of preparation for negotiations. Stages of the negotiation process.

Topic 9. Communication between doctors and patients.

The concept of ethics of communication. Manifestations of guilt, shame, remorse, empathy. Equality in communication between doctor and patient. Patience, endurance Trust and understanding. Humanization of communication. Exchange of spiritual potential during communication between doctor and patient. Dignity and tolerance as a principle of the culture of medical communication.

The meaning of the word doctor. Concept of iatrogenic disease. Causes of iatrogens and ways of prevention. Features of the first meeting between the doctor and the patient. Rules of behavior of a doctor when receiving a patient in the office. Psychological aspects of prescribing. Communication between a doctor and a patient in a hospital. The art of history taking. Psychological impact of the hospital regime on the patient. The doctor's ability to communicate with the patient's relatives.

Topic 10. Conflict in the work of a doctor.

The concept of conflict. Psychological principles of conflicts. Stages of conflict development. Classification of conflict agents. Destructive and constructive conflict. The main styles of behavior in conflict resolution: avoidance style, adaptation style, compromise style. Concept of manipulation and actualization. The main types of manipulation: dictator, rag, calculator, clingy, bully, nice guy, judge, defender. Reasons for manipulating people. The main differences between a manipulator and an actualizer. Conflict management technologies. The main stages of overcoming the conflict.

ORIENTED COURSE STRUCTURE:

| Topic | Lectures | Seminar classes | SRS |
|---|-----------|-----------------|-----------|
| Topic 1. Communication as a category of psychology | 1 | 2 | 4 |
| Topic 2. Basic characteristics of communication. | 1 | 2 | 4 |
| Topic 3. Means and forms of communication. | 1 | 2 | 4 |
| Topic 4. Sociocultural aspects of communication with patient. | 1 | 2 | 4 |
| Topic 5. The essence of interpersonal doctor-patient communication. | 1 | 2 | 4 |
| Topic 6. Psychological features of verbal and non-verbal communication with patient | 1 | 2 | 4 |
| Topic 7. Communication as interaction. | 1 | 2 | 4 |
| Topic 8. Models and styles of professional communication in the medical team. | 2 | 2 | 4 |
| Topic 9. Communication between doctors and patients. | 5 | 15 | 4 |
| Topic 10. Conflict in the work of a doctor. | 1 | 4 | 4 |
| TOTAL HOURS – 90 | 15 | 35 | 40 |
| ECTS CREDITS – 3 | | | |

Thematic plan of lectures

| No | Topics |
|----|--|
| 1 | Communication as a category of psychology. |
| 2 | Basic characteristics of communication. |
| 3 | Means and forms of communication. |
| 4 | Sociocultural aspects of communication. |
| 5 | The essence of interpersonal communication. |
| 6 | Psychological features of verbal and non-verbal communication. |
| 7 | Communication as interaction. |
| 8 | Models and styles of professional communication in the medical team. |
| 9 | Communication between doctor and patients. |
| 10 | Conflict in the work of a doctor. |

Thematic plan of seminar classes

| No | Topics |
|----|--|
| 1 | Communication as a category of psychology. |
| 2 | Basic characteristics of communication. |
| 3 | Means and forms of communication. |
| 4 | Sociocultural aspects of communication. |
| 5 | The essence of interpersonal communication. |
| 6 | Psychological features of verbal and non-verbal communication. |
| 7 | Communication as interaction. |
| 8 | Models and styles of professional communication in the medical team. |
| 9 | Communication between doctor and patients. |
| 10 | Conflict in the work of a doctor. |

Thematic plan of students' independent work

| No | Topics |
|----|--|
| 1 | Communication as a category of psychology. |
| 2 | Basic characteristics of communication. |
| 3 | Means and forms of communication. |
| 4 | Sociocultural aspects of communication. |
| 5 | The essence of interpersonal communication. |
| 6 | Psychological features of verbal and non-verbal communication. |
| 7 | Communication as interaction. |
| 8 | Models and styles of professional communication in the medical team. |
| 9 | Communication between doctor and patients. |
| 10 | Conflict in the work of a doctor. |

individual independent work of students

| No | List of tasks for an individual independent work of the student |
|----|---|
|----|---|

| | |
|----|--|
| 1. | Preparation of a review of the literature on the topics |
| 2. | Analysis of Internet information on topics |
| 3. | Creation of visual aids (by hand) for use in seminar classes or during SRS |
| 4. | Writing essays on program topics |
| 5. | Preparation of messages for a seminar class or for a meeting of the SNT of the department |
| 6. | Work in SNT department |
| 7. | Participation in Olympiads by discipline profile |
| 8. | Presentation with a report at scientific and scientific-practical conferences, seminars, congresses and publication of relevant theses |

4. FORMS OF CONTROL AND EVALUATION OF DISCIPLINE

Control methods.

Current control is carried out on the basis of control theoretical knowledge, practical skills and abilities.

Forms of current control are: *in the dream* survey (frontal, individual, combined), interview; **practical verification of the formed professional skills** (carried out based on the results of solving clinical cases, working with medical documentation, performing practical skills, working at the patient's bedside); **test control** ("open" and "closed" test tasks).

Current control is mandatory. During the evaluation of mastering of each topic from all disciplines of the curriculum for the current educational activity, the student is given grades on a 4-point (traditional scale) taking into account the approved evaluation criteria for the discipline. All types of work provided by the curriculum are taken into account. The student must receive a grade in each topic. The teacher conducts a survey of each student in the group at each lesson and assigns a grade in the journal of attendance and student performance according to the traditional scale ("5", "4", "3", "2").

When evaluating the student's current educational activity, 20% of the grade is the student's independent work, which takes into account the knowledge of the topic of independent study and the performance of work in the notebook.

The final (summary) control is carried out :

- in the form of a written test, which includes test tasks, theoretical questions
- control of practical skills (solving clinical cases, medical history protection, assessment of correct performance of practical skills - practical-oriented exam .

According to the specifics of professional training, preference is given to test and practically oriented control.

The form of final control of study success.

The final control of the discipline is carried out on the basis of theoretical control knowledge, practical skills and abilities.

Assessment is a form of final control, which consists in assessing the student's learning of the learning material based solely on the results of his performance of certain types of work in

practical, seminar or laboratory classes. Semester assessment of subjects is carried out after the end of its study, before the beginning of the examination session.

An exam is a form of final control of a student's assimilation of theoretical and practical material from an educational discipline.

Scheme of calculation and distribution of points received by students.

The maximum number of points for a discipline is 200 points. The ratio between the results of the evaluation of the current educational activity and the final control of knowledge is 60% and 40%.

The first and second semesters of studying the discipline end with a credit.

The maximum number of points that a student can score for the current educational activity while studying the discipline is 200 points, the minimum number of points - the minimum number of points - is 120 points.

The calculation of the number of points is carried out on the basis of the grades received by the student on a 4-point (national) scale during the study of the discipline, by calculating the arithmetic mean, rounded to two decimal places.

The learner receives credit at the last lesson in the discipline based on the results of the current assessment.

Only those students who do not have academic debt and whose average score for the current educational activity in the academic discipline is at least 3.00 are admitted to the credit.

The average grade for the current activity is converted into points on a 200-point scale, according to the conversion table (Table 1).

Table 1. Recalculation of the average grade the current activity into a multi-point scale (for disciplines ending with credit)

| 4-points scale | 200-point scale | 4-point scale | 200-point scale | 4-point scale | 200-point scale | 4-point scale | 200-point scale |
|----------------|-----------------|---------------|-----------------|---------------|-----------------|---------------|-----------------------|
| 5 | 200 | 4.47 | 179 | 3.94 | 158 | 3.42 | 137 |
| 4.97 | 199 | 4.44 | 178 | 3.92 | 157 | 3.39 | 136 |
| 4.94 | 198 | 4.42 | 177 | 3.89 | 156 | 3.37 | 135 |
| 4.92 | 197 | 4.39 | 176 | 3.87 | 155 | 3.34 | 134 |
| 4.89 | 196 | 4.37 | 175 | 3.84 | 154 | 3.32 | 133 |
| 4.87 | 195 | 4.34 | 174 | 3.82 | 153 | 3.29 | 132 |
| 4.84 | 194 | 4.32 | 173 | 3.79 | 152 | 3.27 | 131 |
| 4.82 | 193 | 4.29 | 172 | 3.77 | 151 | 3.24 | 130 |
| 4.79 | 192 | 4.27 | 171 | 3.74 | 150 | 3.22 | 129 |
| 4.77 | 191 | 4.24 | 170 | 3.72 | 149 | 3.19 | 128 |
| 4.74 | 190 | 4.22 | 169 | 3.69 | 148 | 3.17 | 127 |
| 4.73 | 189 | 4.19 | 168 | 3.67 | 147 | 3.14 | 126 |
| 4.69 | 188 | 4.17 | 167 | 3.64 | 146 | 3.12 | 125 |
| 4.67 | 187 | 4.14 | 166 | 3.62 | 145 | 3.09 | 124 |
| 4.64 | 186 | 4.12 | 165 | 3.59 | 144 | 3.07 | 123 |
| 4.62 | 185 | 4.09 | 164 | 3.57 | 143 | 3.04 | 122 |
| 4.59 | 184 | 4.07 | 163 | 3.54 | 142 | 3.02 | 121 |
| 4.57 | 183 | 4.04 | 162 | 3.52 | 141 | 3 | 120 |
| 4.54 | 182 | 4.02 | 161 | 3.49 | 140 | <3 | 70-119 (refolding) |
| 4.52 | 181 | 4.00 | 160 | 3.47 | 139 | | |
| 4.49 | 180 | 3.97 | 159 | 3.44 | 138 | | |

To learning results is also evaluated on a two-point scale (passed/failed).

Table 2. The scale of transferring points to the national system.

| According to the national system | On a 200-point scale |
|---|-----------------------------|
| counted | from 120 to 200 points |
| not counted | less than 119 points |

Students' independent work, which is provided for by the topic of the lesson along with classroom work, is evaluated during the current control of the topic in the corresponding lesson.

The last semester of studying the discipline) ends with a final control in the form of an exam.

Only those students who do not have academic debt (all missed classes have been completed) and whose average score for the current educational activity in the academic discipline is at least "3" are admitted to the exam.

The maximum number of points that a student can score for the current educational activity for admission to the exam is 120 points and is defined as the sum of the arithmetic average of all grades received in the semester.

The minimum number of points that a student must score for the current educational activity for admission to the exam is 72 points. Recalculation of the average grade for the current academic performance (on a 120-point scale) in the table 3.

Table 3. Recalculation of the average grade for the current academic performance in a multi-point scale for disciplines ending with an exam.

| 4-points scale | 200-point scale | 4-point scale | 200-point scale | 4-point scale | 200-point scale |
|-----------------------|------------------------|----------------------|------------------------|----------------------|------------------------|
| 5 | 120 | 4.29 | 103 | 3.58 | 86 |
| 4.96 | 119 | 4.25 | 102 | 3.54 | 85 |
| 4.92 | 118 | 4.21 | 101 | 3.50 | 84 |
| 4.87 | 117 | 4.17 | 100 | 3.46 | 83 |
| 4.83 | 116 | 4.12 | 99 | 3.42 | 82 |
| 4.79 | 115 | 4.08 | 98 | 3.37 | 81 |
| 4.75 | 114 | 4.04 | 97 | 3.33 | 80 |
| 4.71 | 113 | 4.00 | 96 | 3.29 | 79 |
| 4.67 | 112 | 3.96 | 95 | 3.25 | 78 |
| 4.62 | 111 | 3.92 | 94 | 3.21 | 77 |
| 4.58 | 110 | 3.87 | 93 | 3.17 | 76 |
| 4.54 | 109 | 3.83 | 92 | 3.12 | 75 |
| 4.50 | 108 | 3.79 | 91 | 3.08 | 74 |
| 4.46 | 107 | 3.75 | 90 | 3.04 | 73 |
| 4.42 | 106 | 3.71 | 89 | 3 | 72 |
| 4.37 | 105 | 3.67 | 88 | Less than 3 | Not enough |
| 4.33 | 104 | 3.62 | 87 | | |

The maximum number of points that a student can score when taking the exam is 80 (minimum number – not less than 50).

Discipline assessment is defined comprehensively as the sum of points for the current educational activity and points for the exam .

From the allocated 120 points for the current educational activity, 4 to 12 additional points are allocated for the assessment of individual independent work of higher education applicants,

according to the work curriculum. Encouragement points are added to the final grade for the discipline at the end of its study.

Points from the discipline for students who have successfully completed the program are converted into the national scale and the ECTS system (tables 4 , 5) .

Table 4

| Discipline points | Evaluation on a 4-point scale |
|---|-------------------------------|
| From 180 to 200 points | 5 |
| From 150 to 179 points | 4 |
| From 149 points to the minimum number of points that the student must score | 3 |
| Below the minimum number of points that the student must score | 2 |

Table 5. Rating scale: national and ECTS.

| The sum of points for all types educational activity | Evaluation of ECTS | Evaluation on a national scale | |
|--|--------------------|---|---|
| | | for an exam, a diploma | for credit |
| 180-200 | A | perfectly | counted |
| 160-179 | B | okay | |
| 150-159 | C | | |
| 130-149 | D | satisfactorily | |
| 120-129 | E | | |
| 50-119 | FX | unsatisfactory with the possibility of refolding | not included with the possibility of refolding |
| 0-49 | F | unsatisfactory with mandatory restudy disciplines | not enrolled with mandatory restudy disciplines |

5. SOURCES OF INFORMATION

Basic literature:

1. Avramenko O. O. Business communication: study guide [Text]/ Avramenko O. O., Yakovenko L. V., Shiyka V. Ya.; for sciences ed. O. O. Avramenko. – Ivano-Frankivsk: Lileya-NV, 2015. – 160 p.
2. Harkyavets S. A. Psychology of non-verbal communication: teaching manual / S. A. Harkyavets. - Severodonetsk: Petit Publishing House, 2015. - 214 p.
3. Mykhailiuk Yu. V. Formation of communicative competence in students of a medical university (theoretical and practical aspects): учеб.-метод. manual / Yu. V. Mykhailiuk, V. A. Khryptovych, V. A. Manulyk. - Minsk: BSMU, 2015. - 68 p.
4. Filonenko M. M. Psychology of personal development of the future doctor: monograph / M. M. Filonenko. - Kyiv: Center for Educational Literature, 2015. - 334 p.

Additional literature:

1. Golovakha E.I., Panina V.N. Psychology of human mutual understanding/ E.I. Golovakha, V. N. Panyna. - K.: Ukraine - Institute of Sociology of the National Academy of Sciences of Ukraine, 2014. - 223 p.
2. Nagaev V. M. Conflictology: a course of lectures (modular version): study guide / V. M. Nagaev. — K.: Center of educational literature, 2004. -198 p.

3. Orban-Lembryk L. E. Social psychology: a study guide / L. E. Orban-Lembryk — K.: Akademvydav, 2005. — 448 p.
4. I. M. Tsymbalyuk Psychology of communication: a study guide / I. M. Tsymbolyuk - 2nd ed., edited and additional - K.: VD "Professional", 2007. - 464 p.

Approved:



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