



Optional subject in academic year 2020/2021														
Description of the course														
Module/Course	Conflicts - methods of analyzing and solving										Group of detailed education results			
											Group code	Group name		
											D	Behavioral science and social elements of professionalism.		
Faculty	Medicine													
Major	Medicine													
Specialties	Not applicable													
Level of studies	Uniform magister studies <input checked="" type="checkbox"/> * 1 <sup>st</sup> degree studies <input type="checkbox"/> 2 <sup>nd</sup> degree studies <input type="checkbox"/> 3 <sup>rd</sup> degree studies <input type="checkbox"/> postgraduate studies <input type="checkbox"/>													
Form of studies	<input checked="" type="checkbox"/> full-time <input checked="" type="checkbox"/> part-time													
Year of studies	I – IV					Semester Optional		<input checked="" type="checkbox"/> Winter or <input checked="" type="checkbox"/> Summer						
Type of course	<input type="checkbox"/> obligatory <input type="checkbox"/> limited choice <input checked="" type="checkbox"/> free choice / elective													
Course	<input checked="" type="checkbox"/> major <input type="checkbox"/> basic													
Language of instruction	<input type="checkbox"/> Polish <input checked="" type="checkbox"/> English <input type="checkbox"/> other													
* mark <input type="checkbox"/> with an <input checked="" type="checkbox"/>														
Number of hours														
Form of education														
Unit teaching the course	Lectures (L)	Seminars (SE)	Auditorium Classes (AC)	Major Classes – not clinical (MC)	Clinical Classes (CC)	Laboratory Classes (LC)	Classes in Simulated Conditions (CSC)	Practical Classes with Patient (PCP)	Specialist Classes – master studies (SCM)	Foreign Language Course (FLC)	Physical Education obligatory (PE)	Vocational Practice (VP)	Self-Study (Student's own work) (SS)	E-learning (EL)
<b>Winter Semester:</b>														
		10											3	
<b>Summer Semester:</b>														
		10											3	
<b>TOTAL per year:</b>														
		10											3	
<b>Educational objectives (max. 6 items)</b>														
C1. Understanding the communication scheme taking into account the existence of different communication barriers.														



**C2. Presentation of the genesis of the conflict as well as traditional and modern methods of conflict management.**

**Education result matrix for module/course in relation to verification methods of the intended education result and the type of class**

Number of course education result	Number of major education result	Student who completes the module/course knows/is able to	Methods of verification of intended education results (forming and summarising)	Form of didactic class <i>**enter the abbreviation</i>
<b>K 01</b>	<b>D. W6</b>	The student explains the importance of verbal and non-verbal communication in the process of communicating with patients including communication barriers.	Test	SE
<b>K 02</b>	<b>D. W5</b>	The student learns the principles and methods of communication with the patient and his family, which serve to build an empathic, trust-based relationship;	Test	SE
<b>S 01</b>	<b>D. U1</b>	The student explains the importance of verbal and non-verbal communication The student is aware of the need to take into account the subjective needs and expectations of the patient resulting from socio-cultural conditions during the therapeutic process;	Group presentation	SE
<b>S 02</b>	<b>D. U4</b>	The student is able to build an atmosphere of trust during the whole diagnostic and treatment process;	Group presentation	SE

**\*\* L - lecture; SE - seminar; AC – auditorium classes; MC – major classes (non-clinical); CC – clinical classes; LC – laboratory classes; SCM – specialist classes (master studies); CSC – classes in simulated conditions; FLC – foreign language course; PCP practical classes with patient; PE – physical education (obligatory); VP – vocational practice; SS – self-study, EL – E-learning .**

**Please mark on scale 1-5 how the above effects place your classes in the following categories:**

**communication of knowledge, skills or forming attitudes:**

Knowledge: 5

Skills: 5

**Student's amount of work (balance of ECTS points)**

<b>Student's workload</b> (class participation, activity, preparation, etc.)	<b>Student Workload (h)</b>
1. Contact hours:	10
2. Student's own work (self-study):	3
Total student's workload	13
<b>ECTS points for module/course</b>	0,5
Comments	

**Content of classes** (please enter topic words of specific classes divided into their didactic form and remember how it is translated to intended educational effects)

**Seminars**

1. Presentation of the communication scheme. Discussion of the communication barriers.



<p>2. Exercises with selected aspects of communication and reception of signals with special attention to situations of emerging conflict.</p> <p>3. The modern view of the conflict. Origins of the conflict. Phase of the conflict.</p> <p>4. Traditional and modern ways to manage conflict.</p>	
<p><b>Basic literature</b> (list according to importance, no more than 3 items)</p> <ol style="list-style-type: none"><li>1. „Handbook of Conflict Management” , 2003 William J. Pammer, Jerri Killian</li><li>2. Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment, 2011, Lawrence Polsky, Antoine Gerschel</li></ol>	
<p><b>Didactic resources requirements</b> (e.g. laboratory, multimedia projector, other...)</p> <p>Multimedia projector, laptop</p>	
<p><b>Preliminary conditions</b> (minimum requirements to be met by the student before starting the module/course)</p> <p>There are no preconditions</p>	
<p><b>Conditions to receive credit for the course</b> (specify the form and conditions of receiving credit for classes included in the module/course, admission terms to final theoretical or practical examination, its form and requirements to be met by the student to pass it and criteria for specific grades)</p> <p>Attendance in seminarium. Active participation in the discussions. Obtaining a minimum of 60% of points from the pass test. Each absence must be made up, including rector days and dean's hours.</p>	
<b>Grade:</b>	<b>Criteria (only for courses/modules ending with an examination)</b>
Very Good (5.0)	Obtaining 91-100% points from the pass test, active participation in the group and individual presentation
Above Good (4.5)	Obtaining 85-90% points from the pass test, active participation in the group presentation
Good (4.0)	Obtaining 76-84% points from the test
Sufficiently Good (3.5)	Obtaining 66-75% points from the test
Sufficient (3.0)	Obtaining 60-65% points from the test

**Name and address of module/course teaching unit, contact: telephone and e-mail address**

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**Coordinator / Person responsible for module/course, contact: telephone and e-mail address**

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**List of persons conducting specific classes: full name, degree/scientific or professional title, discipline, performed profession, form of classes.**

dr n. med. Dagmara Gawel-Dąbrowska – senior lecturer - seminaria



**Date of Syllabus development**

28.05.2020

**Syllabus developed by**

Dr n.med. Dagmara Gaweł-Dąbrowska

**Signature of Head of teaching unit**

**Signature of Faculty Dean**

Prof. Drata Sobocińska, PhD

Uniwersytet Medyczny we Wrocławiu

KATEDRA I ZAKŁAD

MEDYCYNy SPOŁECZNEJ

kierownik

dr hab. n. med. Katarzyna Zatońska, prof. nadzw.