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| **Syllabus for academic year: 2020/2021** **Training cycle: 2020/2021 , 2019/2020, 2018/2019. 2017/2018** |
| **Description of the course** |
| **Module/Course** | Conflicts - methods of analyzing and solving | **Group of detailed education results**  |
| **Group code D**  | **Group name**Behavioral science and social elements of professionalism. |
| **Faculty** | **Medicine** |
| **Major**  | **medicine** |
| **Unit realizing the subject** |  |
| **Specialties** | not applicable |
| **Level of studies** | Uniform magister studies **X**\*1st degree studies 2nd degree studies 3rd degree studies postgraduate studies  |
| **Form of studies** | **X** full-time part-time |
| **Year of studies**  | **I – IV**  | **Semester** | **X** Winter or **X** Summer |
| **Type of course** |  obligatory limited choice**X** free choice / elective  |
| **Course** | **X** major basic |
| **Language of instruction** |  Polish **X** English other |
| \* mark with an **X** |
| **Number of hours** |
| Form of education |
|  | 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 – magister studies (SCM) | Foreign language Course (FLC) | Physical Education obligatory (PE) | Vocational Practice (VP) | Self-Study (Student's own work) | E-learning (EL) |
| **Winter Semester** |
| **Direct (contact) education** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Online learning (synchronous)** |  | **10** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Distance learning (asynchronous)** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Summer Semester** |
| **Direct (contact) education** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Online learning (synchronous)** |  | **10** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Online learning (asynchronous)** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **TOTAL per year:** |
| **Direct (contact) education** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Online learning (synchronous)** |  | **10** |  |  |  |  |  |  |  |  |  |  |  |
| **Online learning (asynchronous)** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Educational objectives** (max. 6 items)**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*\*\*enter the abbreviation* |
| **W 01****W 02** | **D. W6****D. W5** | The student explains the importance of verbal and non-verbal communication in the process of communicating with patients including communication barriers. The student learns the principles and methods of communication with the patient and his family, which serve to build an empathic, trust-based relationship; | TestTest | SESE |
| **U 01****U 02** | **D. U1****D. U4** | The student explains the importance of verbal and non-verbal communicationThe 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; The student is able to build an atmosphere of trust during the whole diagnostic and treatment process; | Group presentationGroup presentation | SESE |
| **K 01****K 02** |  | The student feels the need to identify sources of potential conflicts during the diagnostic and treatment process. The student is willing to cooperate in the discussion about the occurrence and resolution of conflicts.  | Discussion Discussion | SESE |
| \*\* L - lecture; SE - seminar; AC – auditorium classes; MC – major classes (non-clinical); CC – clinical classes; LC – laboratory classes; SCM – specialist classes (magister 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: 5Skills: 5Social competences: 4 |
| **Student's amount of work (balance of ECTS points)** |
| **Student's workload** (class participation, activity, preparation, etc.) | **Student Workload (h)** |
| 1. Contact hours: |  |
| 2. Online learning hours (e-learning): | 10 |
| 3. Student's own work (self-study): | 3 |
| Total student's workload | 13 |
| **ECTS points for module/course** | 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) |
| **Lectures** |
| **Seminars**1. Presentation of the communication scheme. Discussion of the communication barriers.2. Exercises with selected aspects of communication and reception of signals with special attention to situations of emerging conflict.3. The modern view of the conflict. Origins of the conflict. Phase of the conflict.4. Traditional and modern ways to manage conflict. |
| **Practical classes** |
| **Other** |
| **Basic literature** (list according to importance, no more than 3 items)**Basic literature** (list according to importance, no more than 3 items1. „Handbook of Conflict Management” , 2003 William J. Pammer, Jerri Killian
2. **Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment**, 2011, [**Lawrence Polsky**](https://www.goodreads.com/author/show/3517354.Lawrence_Polsky)**,**[**Antoine Gerschel**](https://www.goodreads.com/author/show/4257968.Antoine_Gerschel)
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| **Didactic resources requirements** (e.g. laboratory, multimedia projector, other…)Multimedia projector, laptop |
| **Preliminary conditions** (minimum requirements to be met by the student before starting the module/course)There are no preconditions. |
| **Conditions to receive credit for the course** (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 med by the student to pass it and criteria for specific grades) |
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| **Grade:** | **Criteria** (only for courses/modules ending with an examination) |
| Very Good(5.0) | Obtaining 91-100% points from the pass test, active participation in the group and individual presentation |
| Good Plus (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 |
| Satisfactory Plus (3.5) | Obtaining 66-75% points from the test |
| Satisfactory (3.0) | Obtaining 60-65% points from the test |
|  | **Criteria** (only for courses/modules ending with e credit) |
| Credit | Does not apply to the Faculty of Medicine |
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| **Grade:** | **Criteria** (examination evaluation criteria) |
| Very Good(5.0) |  |
| Good Plus (4.5) |  |
| Good(4.0) |  |
| Satisfactory Plus (3.5) |  |
| Satisfactory (3.0) |  |
| **Unit realizing the subject** |  Social Medicine Department |
| **Unit address** | 50-345 Wrocław, ul. Bujwida 44 |
| **Telephone** | 71-3282145 |
| **E-Mail** |  agnieszka.cieslak@umed.wroc.pl  |
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| **Person responsible for module** | dr n. med. Dagmara Gaweł-Dąbrowska  |
| **Coordinator** | dr n. med. Dagmara Gaweł-Dąbrowska  |
| **Telephone** | 71-3282145 |
| **E-Mail** |  dagmara.gawel-dabrowska@umed.wroc.pl |
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| **List of persons conducting specific classes** |
| **Full name** | **Degree/scientific or professional title** | **Discipline** | **Performed profession** | **Form of classes** |
| Dagmara Gaweł-Dąbrowska  | Dr n.med.  | Medicine – Public Health  | Physician – Senior Lecturer | Seminaria (webinaria) |
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| **Date of Syllabus development**  | **Syllabus developed by**  |
| 28.09.2020 | Dr n.med. Dagmara Gaweł-Dąbrowska |
| **Signature of Head of teaching unit** |
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**Signature of Faculty Dean**  |
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