

## SYLLABUS

<b>COURSE TITLE</b>	The art of conversation
<b>CREDITS</b>	4
<b>LANGUAGE OF INSTRUCTION</b>	English
<b>DEPARTMENT/FACULTY</b>	Wydział Pedagogiki I Psychologii
<b>LECTURER(S)</b>	Justyna Gerłowska
<b>COURSE OBJECTIVES</b>	
<p>Students who successfully complete this course will have a basic knowledge of and insight into:</p> <ul style="list-style-type: none"> <li>• The student is able to apply the knowledge on the interview techniques into practice</li> <li>• The student recognizes the problems related to the communication errors</li> <li>• The student recognizes the basic rules of effective communication (verbal / non-verbal)</li> <li>• The student recognizes the basic techniques used during conducting an interview</li> <li>• The student recognizes the steps of the interview evaluation</li> <li>• The student is acquainted with the basic rules of effective communication (verbal / non-verbal)</li> <li>• The student is acquainted with the basic communication errors</li> <li>• The student is acquainted with the basic techniques used during conducting an interview</li> <li>• The student gains awareness of the steps of the interview evaluation and learns to position him/herself in the process of communication by using the correct communication techniques</li> <li>• The student gains awareness of the interviewee readiness to the process of conversation and learns to position him/herself in the process of communication</li> <li>• The student gains awareness of the different needs of the interviewee, their basis and evolution and learns to position him/herself in the process of communication by using the correct communication techniques</li> </ul>	
<b>PREREQUISITES</b>	student of the Psychology major only, fluent English
<b>COURSE ORGANISATION –LEARNING FORMAT AND NUMBER OF HOURS</b>	
30 hours of workshops organized as 8 meetings	
<b>COURSE DESCRIPTION</b>	
<p>The classes are threefold (theory, practice and execution):</p> <ul style="list-style-type: none"> <li>- Theoretical introduction on communication (verbal and non-verbal)</li> <li>- Theoretical introduction on methods of interview</li> <li>- Practical exercises between the students</li> <li>- Oral presentation performed at class on the given topic</li> <li>- Performing the interview with a peer on the given topic, performing the analysis of the interview and drawing the conclusions</li> </ul>	
<b>METHODS OF INSTRUCTION</b>	Lecture, discussion, didactic film, reading assignments, demonstrations, case studies
<b>REQUIREMENTS AND ASSESSMENTS</b>	<ul style="list-style-type: none"> <li>* Active participation in classes</li> <li>* Protocol based on the interview conducted by the students</li> <li>* One short oral presentation</li> </ul>
<b>GRADING SYSTEM</b>	<p>Success in this course depends on attending class regularly, actively participating in class, and taking thorough notes.</p> <p><b>Method of assesment:</b> There will be oral presentation of the general topic and written form assignment- protocol based on the interview to prepare by student. Students will be informed about them at least</p>

2 weeks in advance. They will be based on a recommended reading and classroom exercises.

The protocol and presentation assessment will be based on fulfilling the recommendation given during the class. The correctness level of the work will indicate the mark as follows:

0-50% - 2.0 50-59%-3.0 60-69% -3.5

70-79%-4.0 80-89% - 4.5 90-100%-5.0

**TOTAL STUDENT WORKLOAD NEEDED TO ACHIEVE EXPECTED LEARNING OUTCOMES EXPRESSED IN TIME AND ECTS CREDIT POINTS**

Np.

Activity	Hours:
Lecture	5
Workshops	25
Preparation for classes (Reading, homework etc.)	25
Preparing a presentation	25
Revising for the exam	19
Exam	1
Total	95
ECTS	4

**STUDYMATERIALS**

**PRIMARY OR REQUIRED BOOKS/READINGS:**

Jeroen Kuntze, Henk T. van der Molen, Marise Ph. Born, (2018) Mastery of Communication Skills. Does Intelligence Matter?, Health Professions Education, Volume 4, Issue 1, Pages 9-15, ISSN 2452-3011, <https://doi.org/10.1016/j.hpe.2016.08.002>.

Janine W.Y. Kee, Hwee Sing Khoo, Issac Lim, Mervyn Y.H. Koh, (2017) Communication Skills in Patient-Doctor Interactions: Learning from Patient Complaints, Health Professions Education, 2017,,ISSN 2452-3011, <https://doi.org/10.1016/j.hpe.2017.03.006>.

Maryjo Prince-Paul, Carol Kelley, ( 2017) Mindful Communication: Being Present, Seminars in Oncology Nursing, Volume 33, Issue 5 Pages 475-482, ISSN 0749-2081, <https://doi.org/10.1016/j.soncn.2017.09.004>.

Constance Dahlin, Patrick Coyne, (2017) End of Life: Reflecting on Things That Matter, Seminars in Oncology Nursing, Volume 33, Issue 5, Pages 483-488, ISSN 0749-2081, <https://doi.org/10.1016/j.soncn.2017.09.006>.

Sandra L. Ragan, Elisa Kanter, (2017) Learning the Patient's Story, Seminars in Oncology Nursing, Volume 33, Issue 5, Pages 467-474, ISSN 0749-2081, <https://doi.org/10.1016/j.soncn.2017.09.003>.

Kai Vogeley, Gary Bente, (2010) "Artificial humans": Psychology and neuroscience perspectives on embodiment and nonverbal communication, Neural Networks, Volume 23, Issues 8-9, Pages 1077-1090, ISSN 0893-6080, <https://doi.org/10.1016/j.neunet.2010.06.003>.

Hermioni N. Lokko, Theodore A. Stern, (2015) Confrontations with Difficult Patients: The Good, the Bad, and the Ugly, Psychosomatics, Volume 56, Issue 5, Pages 556-560, ISSN 0033-3182, <https://doi.org/10.1016/j.psym.2015.04.003>.

Kubler Ross E. On death and dyin

Jensen Thomas W. (2014) Emotion in languaging: languaging as affective, adaptive, and flexible behavior in social interaction. Frontiers in Psychology 5, pp.720 doi:10.3389/fpsyg.2014.00720 ISSN=1664-1078

Jeroen Kuntze, Henk T. van der Molen, Marise Ph. Born, (2018) Mastery of Communication Skills. Does Intelligence Matter?, Health Professions Education, Volume 4, Issue 1, Pages 9-15, ISSN 2452-3011, <https://doi.org/10.1016/j.hpe.2016.08.002>.

Mehu Marc (2015) The integration of emotional and symbolic components in multimodal communication. *Frontiers in Psychology* 6, pp. 961 Doi: 10.3389/fpsyg.2015.00961 ISSN=1664-1078

**SUPPLEMENTAL OR OPTIONAL BOOKS/READINGS:**

Ekman Paul (2007) *Emotions revealed*

Navarro Joe (2018) *The Dictionary of Body Language: A Field Guide to Human Behavior*

Pease A. *Body Language*