Dentistry			
Bachelor	TR-NQF-HE: Level 6	QF-EHEA: First Cycle	EQF-LLL: Level 6

Course Introduction and Application Information

Course Code:	UNI285
Course Name:	Communication Skills
Semester:	Spring
Course Credits:	ECTS 5
Language of instruction:	Turkish
Course Condition:	
Does the Course Require Work Experience?:	No
Type of course:	University Elective
Course Level:	Bachelor | TR-NQF-HE:6. Master`s Degree | QF-EHEA:First Cycle | EQF-LLL:6. Master`s Degree
Mode of Delivery:	E-Learning
Course Coordinator:	Dr. Öğr. Üy. YASEMİN TORUN
Course Lecturer(s):	Dr. Öğr. Üy. Yasemin Torun
Course Assistants:	

Course Objective and Content

Course Objectives:	The aim of this course is to enable the student to understand and effectively use the communication process, to have basic competencies in oral and written communication, to increase self-expression and communication skills, to learn to take an effective role in groups and teams and to develop the ability to communicate effectively.
Course	At the end of this course, the student; the concept of communication, the importance of

Content:	communication in human relations and factors affecting communication, basic characteristics and needs of human beings, effective communication methods, group dynamics and communication in groups, therapeutic communication, basics of professional communication and professional communication skills, communication skills with individuals and groups in special situations.

Learning Outcomes

The students who have succeeded in this course;

1) Defines human, self-knowledge, communication, professional communication, conflict and anger concepts.

2) Explains how the communication process works.

3) Learn verbal and non-verbal communication methods.

4) Gains basic skills to communicate effectively in daily and professional life.

5) Apply assertive behavior, effective anger and conflict management strategies, helpful communication skills in social and professional life.

6) Develop workforce skills that will ensure their employability.

Course Flow Plan

Week	Subject	Related Preparation
1)	Introduction & Syllabus Presentation INTRODUCTION (The importance of communication, course content and expectations)	
2)	Communication process and its elements	
3)	Communication process and its elements - continued	
4)	Types and Models of Communication	
5)	Types and Models of Communication - continued	
6)	Perceptions and Errors in Communication	
7)	Attitudes in Communication	
8)	Emotions in Communication	
9)	Personality in Communication	
10)	Communication through Touch	
11)	Basic Principles of Professional Communication	
12)	Effective Communication Skills 1 (Issues of the Self and the Johari Window)	
13)	Effective Communication Skills 2 (Humor, Gossip, Opposition, Political Skills)	

14)	In-Group Communication	
15)	Final Week	

Sources

Course Notes / Textbooks:	İnci Çınarlı, Sağlık İletişimi ve Medya, Ankara: Nobel Yay. Dağ., 2008. - Aysel Aziz, İletişime Giriş, Hiberlin, 2016. Judith Lazar, İletişim Bilimi, çev. Cengiz Anık, Vadi Yayınları, Ankara Hasan Tutar, Kemal Yılmaz, Genel İletişim Kavram ve Modeller, Seçkin Yay. Ankara 2008 Oskay, Ünsal. İletişimin ABC'si, İstanbul: İnkılâp Yayınevi, 2014 Michel Bourse ve Halime.Yücel, İletişim Bilimlerinin Serüveni, İstanbul: Ayrıntı Yay., 2012 Marziye İlhan, Sağlık Çalışanlarının İletişimi, İstanbul: Beta Bas. Yay. Dağ., 2018 Ders sunumları ve notları
References:	İnci Çınarlı, Sağlık İletişimi ve Medya, Ankara: Nobel Yay. Dağ., 2008. - Aysel Aziz, İletişime Giriş, Hiberlin, 2016. Judith Lazar, İletişim Bilimi, çev. Cengiz Anık, Vadi Yayınları, Ankara Hasan Tutar, Kemal Yılmaz, Genel İletişim Kavram ve Modeller, Seçkin Yay. Ankara 2008 Oskay, Ünsal. İletişimin ABC'si, İstanbul: İnkılâp Yayınevi, 2014 Michel Bourse ve Halime.Yücel, İletişim Bilimlerinin Serüveni, İstanbul: Ayrıntı Yay., 2012 Marziye İlhan, Sağlık Çalışanlarının İletişimi, İstanbul: Beta Bas. Yay. Dağ., 2018 Ders sunumları ve notları

Course - Program Learning Outcome Relationship

Course Learning Outcomes	1	2	3	4	5	6
Program Outcomes						
1) Has basic and up-to-date knowledge in the field of dentistry, follows scientific publications, and applies evidence-based data to his/her professional practice.						
2) Knows well and effectively uses devices, tools, and materials specific to diagnosis and treatment in the field of dentistry.						
3) Evaluates the knowledge in the field of dentistry critically, integrates it with the knowledge of disciplines in the field of health, uses it by analyzing and synthesizing it.						
4) Produces projects related to the field of dentistry, can work with other health						

Course Learning Outcomes disciplines, takes part as a member of the research team and evaluates and reports the results obtained at a scientific level.	1	2	3	4	5	6
5) Uses information that will contribute to the dentistry profession during practice, takes responsibility, and produces solutions in unforeseen situations.						
6) Shares, compares, and exchanges dental knowledge with professional colleagues in social and scientific environments in written, verbal, and visual forms.						
7) Within the framework of social, scientific, and ethical values including patient privacy, communicates with patients and their relatives, knows all the characteristics of the patient, and recommends the most appropriate treatment with a patient-centered approach.						
8) Follows technological developments, participates in national and international studies, and shares and presents own observations, experiences, and research to further advance dental practices.						
9) By adopting the principle of lifelong learning throughout the dentistry profession, follows current evidence-based dental knowledge and uses it during his professional practice.						
10) During dental practice, in cases such as abuse and addiction, performs the treatment by exhibiting the behaviors required by social ethics and legal rules, and collects and records the relevant data.						
11) Uses basic and current knowledge in the field of dentistry during professional practice for the benefit of society within the framework of national values and country realities.						
12) In natural disasters and emergency cases, takes the protective measures required by the dentistry profession; performs professional practices that benefit patients and society						
13) Generates ideas regarding health policy in dentistry, prioritizes individual and public health, and carries out preventive and therapeutic medical practices within the framework of scientific, ethical, and quality processes.						
14) Differentiates the signs and symptoms commonly encountered in the dentistry profession, makes a treatment plan and refers when necessary, and manages diseases and clinical situations regarding their urgency and patient priority.						
15) Can assume the leadership responsibility of the team he/she works for, manage it following scientific criteria, and support the professional development of the team.						

Course - Learning Outcome Relationship

No Effect	1 Lowest	2 Average	3 Highest

	Program Outcomes	Level of Contribution
1)	Has basic and up-to-date knowledge in the field of dentistry, follows scientific publications, and applies evidence-based data to his/her professional practice.	
2)	Knows well and effectively uses devices, tools, and materials specific to diagnosis and treatment in the field of dentistry.	
3)	Evaluates the knowledge in the field of dentistry critically, integrates it with the knowledge of disciplines in the field of health, uses it by analyzing and synthesizing it.	
4)	Produces projects related to the field of dentistry, can work with other health disciplines, takes part as a member of the research team and evaluates and reports the results obtained at a scientific level.	
5)	Uses information that will contribute to the dentistry profession during practice, takes responsibility, and produces solutions in unforeseen situations.	
6)	Shares, compares, and exchanges dental knowledge with professional colleagues in social and scientific environments in written, verbal, and visual forms.	
7)	Within the framework of social, scientific, and ethical values including patient privacy, communicates with patients and their relatives, knows all the characteristics of the patient, and recommends the most appropriate treatment with a patient-centered approach.	
8)	Follows technological developments, participates in national and international studies, and shares and presents own observations, experiences, and research to further advance dental practices.	
9)	By adopting the principle of lifelong learning throughout the dentistry profession, follows current evidence-based dental knowledge and uses it during his professional practice.	
10)	During dental practice, in cases such as abuse and addiction, performs the treatment by exhibiting the behaviors required by social ethics and legal rules, and collects and records the relevant data.	
11)	Uses basic and current knowledge in the field of dentistry during professional practice for the benefit of society within the framework of national values and country realities.	
12)	In natural disasters and emergency cases, takes the protective measures required by the	

	dentistry profession; performs professional practices that benefit patients and society
13)	Generates ideas regarding health policy in dentistry, prioritizes individual and public health, and carries out preventive and therapeutic medical practices within the framework of scientific, ethical, and quality processes.
14)	Differentiates the signs and symptoms commonly encountered in the dentistry profession, makes a treatment plan and refers when necessary, and manages diseases and clinical situations regarding their urgency and patient priority.
15)	Can assume the leadership responsibility of the team he/she works for, manage it following scientific criteria, and support the professional development of the team.

Assessment & Grading

Semester Requirements	Number of Activities	Level of Contribution
Quizzes	2	% 30
Homework Assignments	1	% 30
Final	1	% 40
total		**% 100**
PERCENTAGE OF SEMESTER WORK		% 60
PERCENTAGE OF FINAL WORK		% 40
total		**% 100**

Workload and ECTS Credit Calculation

Activities	Number of Activities	Preparation for the Activity	Spent for the Activity Itself	Completing the Activity Requirements	Workload
Course Hours	14	0	3		42
Quizzes	14	0	1		14
Midterms	7	0	1		7
Final	14	0	3		42
Total Workload					**105**