

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

Course Introduction and Application Information

Course Code:	UNI212		
Course Name:	Communication Skills for Healthcare Professionals		
Semester:	Spring		
Course Credits:	<div>ECTS</div> <div>5</div>		
Language of instruction:	Turkish		
Course Condition:			
Does the Course Require Work Experience?:	No		
Type of course:	University Elective		
Course Level:	<div>Bachelor</div> <div>TR-NQF-HE:6. Master`s Degree</div> <div>QF- EHEA:First Cycle</div> <div>EQF-LLL:6. Master`s Degree</div>		
Mode of Delivery:	E-Learning		
Course Coordinator:	Dr. Öğr. Üy. YASEMİN TORUN		
Course Lecturer(s):	Yasemin TORUN, PHD		
Course Assistants:			

Course Objective and Content

Course Objectives:	In this course students will able to understand the process of communication and use it effectively, have the basic skills in oral and written communication, self-expression, communication skills, to increase the group and learn to take an active role in the health care team aims to develop effective communication and the ability to provide
Course	The concept of communication to the students who take this course the importance of

Content:	communication in human relationships and the factors that affect communication, the main characteristics and requirements of daily human life, effective communication methods, the importance of Health Communication, group dynamics and communication in groups, therapeutic communication, the fundamentals of professional communication and professional communication skills, in special cases, to have information about how to communicate with individuals and groups.
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Learning Outcomes

The students who have succeeded in this course;

- 1) It describes the communication process, its elements and how it works.
- 2) Learns verbal and non-verbal communication methods.
- 3) Defines the concepts of human, self-knowledge, communication, professional communication, conflict and anger.
- 4) Have basic skills to communicate effectively in daily and professional life
- 5) Applies assertive behavior, effective anger and conflict management strategies, and helpful communication skills in his/her social and professional life.
- 6) Develops labor skills that will ensure their employability
- 7) Learns to communicate for the benefit of the patient and applies relevant telepathic communication strategies

Course Flow Plan

Week	Subject	Related Preparation
1)	Introduction & Lecture Presentation (Importance of communication, course content and expectations)	
2)	Communication Concept and Process	
3)	Communication components	
4)	Types of Health communication	
5)	Communication Models in Health Communication	
6)	The Role of Perceptions in Communication	
7)	Errors of Perception Made in Communication	
8)	Fundamentals of Professional Communication	
9)	Therapeutic Communication	
10)	Therapeutic Communication Strategies	
11)	Professional Communication Skills 1	

12)	Professional Communication Skills 2	
13)	In-Group Communication Skills	
14)	Communication in Special Cases	
15)	Finals Week	
16)	Finals Week	
16)	Finals Week	

Sources

Course Notes / Textbooks:	<ul style="list-style-type: none"> • 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 •
References:	<p>Michel Bourse ve Halime.Yücel, İletişim Bilimlerinin Serüveni, İstanbul: Ayrıntı Yay., 2012</p> <ul style="list-style-type: none"> • Marziye İlhan, Sağlık Çalışanlarının İletişimi, İstanbul: Beta Bas. Yay. Dağ., 2018Ders sunumları ve notları

Course - Program Learning Outcome Relationship

Course Learning Outcomes	1	2	3	4	5	6	7
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 disciplines, takes part as a member of the research team and evaluates and reports the results obtained at a scientific level.							

Course Learning Outcomes	1	2	3	4	5	6	7
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 Outcomes Course - Learning Outcome Relationship		1	2	3	4	5	6	7
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	3	% 60
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	Workload
Course Hours	14	56
Study Hours Out of Class	2	2
Quizzes	9	33
Final	4	26
Total Workload		117