



Faculty of Medicine
Major: Doctor of Medicine
Academic Year: 2023/2024
Subject: Communication Skills
Course Syllabus
Student's Copy



1. Course information:

Theoretical		Practical	
Course Title:	Communication Skills	Course Title:	-
Course Code:	1002142	Course Code:	-
Co-Requisite:	None	Co-Requisite:	-
Prerequisite:	None	Prerequisite:	-
Course Credit Hours:	3	Course Credit Hours:	-
Class Location:	مدرج ابن سينا (شعبه 1)	Class Location:	-
Department:	Basic Medical Sciences		
Final Qualification:	Doctor of Medicine		

2. Instructor Contact Information:

Coordinator:	Dr. Ragaa Shawky
Instructor (s):	Dr. Ragaa Shawky Dr. Amira Kassab Dr. Ramy Rabeih Dr. Zeineb Helmy
Email:	Ragaael-masry@isums.edu.jo
Office:	
Office Hours:	According to each instructor schedule

3. Course Description:

Communication skills is a course deals with the criteria, methods and skills of communication both verbal and non-verbal in addition to the psychological aspect of communication in order to enable students to communicate effectively and help them to achieve success in their university studies and future career. The course also empowers medical students for full participation and engagement with their studies by building awareness and understanding of the core values and expectations of academic culture and integrity.



4. Resources Available to Students:

- a. Course syllabus.
- b. Course handouts.
- c. Textbooks:
 - Careers Skills Library: Communication Skills. Richard Worth. Ferguson Publishing Company, Latest edition.
 - Public health & Community Medicine for medical students, volume 3. Public Health & Community Medicine Department, Faculty of Medicine, Mansoura University, 2020-2021.
- d. Lecture Hall (air conditioned, well illuminated, smart screen, Intranet).
- e. Library with learning resources.

5. Teaching Methods:

- a. Interactive Lectures
- b. Online meeting.
- c. Tutorial and Group discussion.
- d. Problem solving exercises.
- e. Self-study.
- f. Brain-storming.

6. Intended Learning Outcomes (ILOs):

Upon successful completion of this course students will be able to ...

1. Identify university culture, and integrity.
2. Discuss communication, rational of importance in healthcare, forms, elements and wheel of communication.
3. Explain the psychology of communication, and communication skills both verbal and non-verbal.
4. Recognize communication styles, criteria of effective communication and communication barriers.
5. List tips for delivering difficult messages.
6. Discuss practical applications of communication in healthcare: informed consent, counselling, breaking bad news, patient interview and history taking, confidentiality, and conflict management in healthcare, and health education.
7. Develop professional attitudes that will maximize their professionalism.
8. Demonstrate how to prepare health education poster.
9. Demonstrate how to prepare effective power point presentation.



7. Course Policies:

To be explained to students at the first meeting:

1. Attendance Policies:

A. Attendance Policy (absences and tardiness for a traditional course):

- a. Students must attend all classes of this course.
- b. Any student with an absence of 15% of the classes of any course, will be illegible to sit for the final exam and will result in a failing grade being assigned in this course.
- c. Excused absences include documented illness, deaths in the family, and other documented crises, call to active military duty or jury duty, religious holy days, and official University activities. These absences will be accommodated in a way that does not arbitrarily penalize students who have valid excuses. Consideration will also be given to students whose dependent children experience serious illnesses.
- d. Students with a legitimate reason to miss a required activity must request an approved absence through Student Academics. Unexcused absence from a scheduled examination may result in (0 %) being assigned for that assessment. Unexcused absence from an activity for which attendance is may be considered an issue of Professionalism.
- e. Any student who arrives late will not be allowed to attend the class and will be marked absent.

B. Exam Attendance:

- a. A student who is more than 10 minutes late will not be permitted to submit the exam.
- b. A student who is late more than 30 minutes will not be permitted to submit the final exam, and no student will be permitted to leave the exam center before the elapse of 30 minutes.

2. Exams Policies:

- a. Students are expected to take their exams on time and as scheduled by their instructors.
- b. Student who are unable to take (quiz, midterm, or final) exam due to any reason should contact their instructor immediately.
- c. Make-up exams are of the responsibility of faculty committee.
- d. A final exam, paper, or project is required in all courses.



- e. Seminars and workshops are included in evaluation criteria.
- f. Only registered undergraduate and graduate credit students are allowed to take final exams.
- g. If you are unable to take the final exam at the scheduled time without any acceptable excuse, you may not be allowed to rearrange the final exam separately (Make-up).
- h. If you attend the final exam and do not submit the exam sheet, or do not complete the exam for any reason, you are not allowed to complete the final exam at another time or appeal for a final make-up exam and will be assigned failing for the final exam.
- i. If you do not take your final exam and did not withdraw from the course by the withdrawal deadline you will assign a failing grade for the final exam.

3. **Cheating Policies:**

Cheating is officially defined as giving or attempting to give, obtaining, or attempting to obtain, information relative to an examination or other work that the student is expected to do alone and not in collaboration with others, or the use of material or information restricted by the instructor. Plagiarism is no lesser an offense than cheating, it means repeating another's sentences as your own, adopting a particularly apt phrase as your own, paraphrasing someone else's argument as your own, and presenting someone else's line of thinking in the development of a thesis as though it were your own.

4. **Penalty for cheating and plagiarism:**

The failing grade shall be assigned for that piece of work to any students cheating or plagiarizing.

5. **Mobiles:**

Mobile phones should be kept turned off or silent while in class. Usage of mobile phones is not allowed in classes in any form (talking and/or texting).

8. **Course Grading system:**

Assessment Tools	Weight (100%)	Description
Midterm Exam	40%	MCQs
Final Exam	60%	MCQs
Quizzes	0%	MCQs
Assessment forms	0%	Preparing Health Posters Preparing PPT Oral Presentation



9. Course Outlines/ Schedule:

Week	Topic	Chapter	Reference	Estimated number of hours	Teaching method		ILOs
					Theoretical Lectures	Practical Laboratories	
1	<ul style="list-style-type: none"> - Course orientation. - University culture and Integrity: definitions, barriers, motivations and dealing with students from other culture. - Introduction to communication: definitions, aims, elements, forms, and wheel of communication. 	Overview on communication		3	√	-	1 2
2	<ul style="list-style-type: none"> - Psychology of personality. - Interpersonal relations. - Psychological barriers. 	Psychological aspect of communication		3	√	-	3
3	<ul style="list-style-type: none"> - Verbal skills 1. - Verbal skills 2. - Non-verbal skills. 	Communication skills		3	√	-	3
4	<ul style="list-style-type: none"> - Communication styles. - The 6 Cs & Criteria of effective communication. - Review. 	Effective communication		3	√	-	4
5	<ul style="list-style-type: none"> - Barriers to effective communication 1. - Barriers to effective communication 2. - Quiz. 	Effective communication		3	√	-	4
6	<ul style="list-style-type: none"> - Tips for delivering difficult messages 1. - Tips for delivering difficult messages 2. 	Difficult message					5



	- Review.						
7	- Basics of informed consent. Basics of patient interview and history taking. - Review.	Practical Applications of communication in healthcare.		3	√	-	6
8	Mid-term exam						
9	- Principles of health counseling. - Principles of health education. - Review.	Practical Applications of communication in healthcare.		3	√	-	6
10	- Educational video 1: Breaking bad news in healthcare. - Discussion 1. - Educational video 2: Conflict management in healthcare.	Practical Applications of communication in healthcare.					6
11	- Discussion 2. - Educational video 3: Professionalism in medicine. - Discussion 3.	Professionalism in medicine		3	√	-	7
12	- How to prepare health education poster. - Activity 1 (Health Poster). - Activity 1 (Health Poster).	Practical Applications of communication in healthcare.					8
13	- How to prepare power point oral presentation. - Activity 2 (Presentation). - Activity 2 (Presentation).	Practical Applications of communication in healthcare.		3	√	-	9
14	Review						
15							
16	Final Exam						