

MINISTRY OF HEALTH OF THE REPUBLIC OF BELARUS
EDUCATIONAL INSTITUTION
BELARUSIAN STATE MEDICAL UNIVERSITY

Контрольный
экземпляр

APPROVED



by First Vice-Rector, Professor
I.N.Moroz

29.06.2020

Reg. # UD-L.631/2021/edu.

**PSYCHOLOGY OF PROFESSIONAL COMMUNICATION.
CONFLICTOLOGY**

**Curriculum of higher educational institution
in the educational discipline for the specialty:**

1-79 01 08 «Pharmacy»

Curriculum is based on the educational program «Psychology of professional communication. Conflictology», approved 29.06.2020, registration # УД-Л 631/2021/уч.

COMPILERS:

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RECOMMENDED FOR APPROVAL:

by the department of psychiatry and medical psychology of the Educational Institution «Belarusian State Medical University»
(protocol # 8 of 15.05.2020);

by the Methodological Commission of the Educational Institution «Belarusian State Medical University»
(protocol #10 of 26.06.2020)

EXPLANATORY NOTE

«Psychology of professional communication. Conflictology» is the educational discipline containing systematized scientific knowledge about interpersonal communication techniques and conflict resolution in the pharmaceutical field.

The curriculum of the discipline «Psychology of professional communication. Conflictology» includes the latest scientific data about interpersonal communication techniques and conflict resolution in the pharmaceutical field.

The aim of teaching and learning the discipline «Psychology of professional communication. Conflictology» is to provide the students with the scientific knowledge about interpersonal communication techniques and understanding conflicts assuming all related areas, such as conflict resolution, transformation and management. Also to prepare students for social interaction in duads «pharmacist - customer», «pharmacist - doctor», «manager - employee», «colleague - colleague» on the basis of moral and legal society principles.

The tasks of studying the discipline are to develop the students' academic competences, based on the ability to self-search educational and information resources, as well as acquire and understand the knowledge of:

- the basic concepts (principles) of psychology of professional interaction;
- the causes and mechanisms of typical conflict situations;
- the most important manifestations of typical conflicts;
- the factors of conflicts;
- the factors of conflict management and resolution;

The tasks of teaching the discipline include the formation of students' social, personal and professional competences, based on the knowledge and application of:

- humanistic social attitudes towards subjects and the process of professional communication, contributing to the formation of clinical thinking according to medical ethics and deontology rules;
- methods of conflict resolution;
- communicative, socio-perceptual and interactive abilities;
- respectful and tolerant attitude towards other people, responsibility for maintaining partnership and trusting relationships with colleagues;

Specific features of training students in the specialty 1-79 01 08 «Pharmacy» require purposeful study of interpersonal communication.

Teaching and successful learning of the discipline «Psychology of professional communication. Conflictology» is carried out on the basis of the knowledge and skills previously acquired by the students in the following disciplines:

Fundamentals of pedagogy and psychology. Facts, patterns and mechanisms of the development of the psyche, the functioning of cognitive mental processes; individual psychological qualities and personality traits; emotional and volitional sphere; methods of motivation and regulation of behavior and activities; pedagogical methods and technologies of personal and professional development and self-improvement.

As a result of studying the discipline «Psychology of professional communication. Conflictology» the student should

know:

- the meaning, functions, types, structure, effects and difficulties of communication;
- stages and levels of development of the pharmaceutical team;
- professional qualities of a leader, management styles;
- causes, structure, classification of conflicts; conflict management methods;
- an algorithm for the behavior of a pharmacist in a conflict situation;

be able to:

- establish and maintain constructive relationships with colleagues and business partners;
- build communications with customers;

master:

- techniques for establishing conflict-free communication at various levels of professional interaction;
- conflict resolution methods and techniques;
- self-regulation, relaxation and activation techniques;

Total number of hours for the study of the discipline is 60 academic hours. Classroom hours according to the types of studies: lectures – 10 hours, practical classes – 30 hours, student independent work (self-study) – 20 hours.

Current assessment is carried out according to the syllabus of the specialty in the form of a credit (9 semester).

Form of higher education – full-time.

**ALLOCATION OF ACADEMIC TIME
ACCORDING TO SEMESTERS OF STUDY**

Code, name of the specialty	semester	Number of academic hours					Form of current assessment
		total	in-class	including		out-of-class self-studies	
				lectures	laboratory studies (practical classes and seminars)		
1-79 01 08 «Pharmacy»	9	60	40	10	30	20	credit

THEMATIC PLAN

Section (topic) name	Number of class hours	
	lectures	practical classes
1. Psychology of professional communication	8	22
1.1. Professional communication: meaning, functions, types, structure, effects	2	4
1.2. Difficulties and communication optimization	-	2
1.3. Pharmaceutical team as a social group	2	4
1.4. Psychology of management	2	4
1.5. Professional adaptation of young specialist	-	4
1.6. Personal response of customer to an internal psychosomatic state	2	4
2. Conflictology	2	8
2.1. Conflicts in pharmaceutical organization	2	4
2.2. Self-regulation, relaxation and activation techniques	-	4
Total hours	10	30

CONTENT OF THE EDUCATIONAL MATERIAL

1. Psychology of professional communication

1.1. Professional communication: meaning, functions, types, structure, effects

Features of professional communication. The role of the basics of psychology in the professional activities of a pharmacist. The value of communication. Functions, types and structure of communication.

Communication as a communicative process. The phenomena of interpersonal communication. Psychological feedback. Communicative barriers: understanding; socio-cultural differences; relations. Communicative influence, types of communicative influence (authoritarian and dialogic communication). Verbal and non-verbal communication.

Communication as a process of interaction. Social motives for interaction: cooperation, individualism, competition, altruism, aggression, equality. Leading behavioral strategies in the process of interaction: cooperation, opposition, compromise, compliance, avoidance.

Communication as people's perception of each other (social perception). The mechanisms of social perception: identification, empathy, attraction. Reflection as a

mechanism for knowing oneself in the process of communication. A mechanism for predicting partner behavior in the communication process (causal attribution). Factors of the formation of the first impression of a person: attitude to the observer, attractiveness, superiority, stereotyping.

Effects of communication in pharmaceutical field: projective identification, projection, countertransference, projection effect.

1.2. Difficulties and communication optimization

The main communication problems of a pharmacist.

The process of optimizing communication. Giving and receiving feedback rules. Ways to increase the effectiveness of communication. Effective listening rules.

Optimization of the communication process. Ways to correct other people's perceptual errors.

1.3. Pharmaceutical team as a social group

The concept of «social group». Signs of a social group. The social structure of the group: status-role relations, business characteristics, gender and age composition.

Stages of pharmaceutical team development. Entry into communication, interpersonal relationships. Types of attitudes towards another person perception.

Typical distortions of the idea of another person. Psychological mechanisms of communication: infection, suggestion (suggestion), imitation, competition, persuasion, conformism.

Formation of the group's attitude to each of its members. Sociometric Status (Jacob Moreno). Sociometric indicators.

Leader nomination. Typology leader. Components of leadership: emotional, business, informational.

Levels of the pharmaceutical team development: nominee group, cooperation and team.

The mechanisms of group influence: social facilitation, social laziness, deindividuation, group polarization, grouping of thinking, the influence of a minority.

1.4. Psychology of management

Psychological features of management activities.

Professional qualities of a leader. The model of the main qualities of a leader.

Qualities of a modern leader.

1.5. Professional adaptation of a young specialist

The concept of «professional adaptation». External and internal circumstances of the young specialist professional adaptation. The main subject areas of a young specialist professional adaptation and the environment.

Levels of young specialist professional adaptation. Socio-psychological adaptation. Difficulties of socio-psychological adaptation. Specific social and age characteristics of young professionals. Main factors affecting young professionals adaptation.

Personal characteristics of young specialists that affect the process of professional adaptation.

Professional adaptation: recommendations to young professionals.

1.6. Personal response of customer to an internal psychosomatic state

Customer personal reaction to an internal psychosomatic state: stages.

Sensational stage, its components.

Assessment stage, its structure.

The concept of «internal picture of the disease.» Factors affecting the internal picture of the disease.

Attitude to the disease, the main criterion of the stage.

Types of attitude towards the disease.

Factors affecting the formation of types of attitude towards the disease.

2. Conflictology

2.1. Conflicts in pharmaceutical organization

Conflicts in pharmaceutical organizations. Features of conflicts in pharmaceutical organizations.

Reasons, types, structure, flow conditions, conflict dynamics.

Conflict situation. Possible actions of the parties in the conflict. Outcomes of conflict actions.

Types of personalities of participants in the conflict. The team and the conflicting personality.

Organizational conflict management.

Interpersonal methods of conflict management.

Prevention of conflict situations in the team and in the professional field of the pharmacist with customers.

2.2. Self-regulation, relaxation and activation techniques

The concept of «self-regulation.» Structure, mental means of self-regulation. Personal qualities that characterize productive activities.

Mental self-regulation techniques. Relaxation. Progressive muscle relaxation (Jacobson method).

Self-hypnosis. Self-hypnosis methods: Coue method, autogenous training (Schulz method), visualization, meditation, the Key method (Kh.M.Aliev).

Stress and mental self-regulation.

EDUCATIONAL DISCIPLINE CURRICULAR CHART

Section, topic #	Section (topic) name	number of hours			Self-studies	Form of control
		lectures	practical (laboratory or seminars)			
1.	Psychology of professional communication	8	22	16		
1.1.	Professional communication: meaning, functions, types, structure, efficacy	2	4	4	express-surveys; interviews	
1.2.	Difficulties and communication optimization	-	2	-	surveys; electronic tests	
1.3.	Pharmaceutical team as a social group	2	4	4	student speeches in class	
1.4.	Psychology of management	2	4	4	student speeches in class	
1.5.	Professional adaptation of young specialist	-	4	2	surveys	
1.6.	Personal response of customer to an internal psychosomatic state	2	4	2	interviews; control tests	
2.	Conflictology	2	8	4		
2.1.	Conflicts in pharmaceutical organization	2	4	2	surveys; electronic tests; situational tasks and tests	
2.2.	Self-regulation, relaxation and activation techniques	-	4	2	surveys; visual assessment of the demonstrated communication skills based on a business game; credit	
		10	30	20		

INFORMATION AND INSTRUCTIONAL UNIT

LITERATURE

Basic (relevant):

1. Myers, D.G. Psychology/Myers, David G. – 7th ed. – New York: Worth Publishers, 2013. – 741 p.

Additional:

1. Nonviolent Communication: A Language of Life: Life-Changing Tools for Healthy Relationships/ Marshall B. Rosenberg - PuddleDancer Press, 2015. - 280 p.

2. General Psychology: An Introduction/ Tori Kearns, Deborah Lee. - 3rd ed.- University System of Georgia, 2015 - 426 p.

3. The Mediation Handbook: Research, theory, and practice/Alexia Georgakopoulos.- 1 st ed.-Routledge Publishers, 2019 – 452 p.

4. The Emotionally Intelligent Leader/ Daniel Goleman.- Harvard Business Review Press, 2019. - 92 p.

5. Interplay: The Process of Interpersonal Communication/Ronald B. Adler. -14th ed.-Oxford university press, 2017. - 496 p.

LIST OF AVAILABLE DIAGNOSTIC TOOLS

The following forms are used for competences assessment:

1. Oral form:

- interviews;
- frontal, individual and combined surveys;
- student speeches in class.

2. Written form:

- express-surveys.

3. Oral-written form:

- credit;
- situational tasks and tests;
- control tests.

4. Technical form:

- electronic tests.

5. Visual form:

- visual assessment of the demonstrated communication skills based on a business game.

LIST OF PRACTICAL SKILLS

1. To establish and maintain constructive relationships with colleagues and business partners.
2. To build optimal communication with customers.
3. To master techniques of establishing conflict-free communication at various levels of professional interaction.
4. To master techniques of self-regulation, relaxation and activation.

LIST OF LECTURES

1. Professional communication: meaning, functions, types, structure, effects.
2. The pharmaceutical team as a social group.
3. Psychology of management.
4. Personal response of a customer to an internal psychosomatic state.
5. Conflicts in pharmacy and pharmaceutical organizations.

LIST OF PRACTICAL STUDIES

1. Professional communication: meaning, functions, types, structure, effects.
2. Difficulties and communication optimization.
3. The pharmaceutical team as a social group.
4. Psychology of management.
5. Professional adaptation of a young specialist.
6. Personal response of a customer to the internal psychosomatic state.
7. Conflictology.
8. Conflicts in pharmacy and pharmaceutical organizations.
9. Techniques of self-regulation, relaxation and activation.

PROTOCOL OF THE CURRICULUM APPROVAL BY OTHER DEPARTMENTS

Title of the discipline requiring approval	Department	Amendments to the curriculum of the academic discipline	Decision of the department, which designed the curriculum (date, protocol #)
1. Fundamentals of psychology and pedagogics	Department of psychiatry and medical psychology	No changes	protocol # 8 of 15.05.2020

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Curriculum content, composition and accompanying documents comply with
established requirements.

Dean of the Medical Faculty of
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