KHARKIV NATIONAL MEDICAL UNIVERSITY

The V Faculty on Training Foreign Students

Philosophy department

Medicine

Educational program for training specialists of the second (master's)

level of higher education, direction of training 22 “Health care”

Specialty 222 «Medicine»

SYLLABUS OF THE ACADEMIC DISCIPLINE

**Elective course**

**„ETIQUETTE IN SOCIETY. ETIQUETTE IN MEDICINE”**

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| --- | --- | --- |
| The syllabus of the academic discipline was approved at a meeting of the Philosophy Department Protocol # 12 of August 27, 2020Head of Department \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ K.І. Karpenko (signature) (last name and initials) August 27, 2020 |  | Approved at a meeting of the Methodical commission of KhNMU on the problems of humanitarian and socio-economic training  (title)Protocol # 7 of August 27, 2020Head \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ K.I. Karpenko (signature (last name and initials) August 27, 2020 |

Kharkiv – 2020

**Developer:** associate professor Marushchenko O.A.

**Information about the teacher who leads the discipline**

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| --- | --- |
| Last name, first name, patronymic | Shcherbyna Maria MihaylivnaDeineka Volodymir Vasilievich |
| Location of the department | Kharkiv, Pr. Nauky, 4, 3rd floor, room 116 |
| Contacts | work phone (057) 707-73-38, електронна пошта: kaf.5med.filosofii@knmu.edu.ua  |
| Schedule of classes | According to the schedule |
| Consultations / testing | Full-time: according to the schedule of works at the department / by prior arrangementOnline: on the Moodle platform, on the ZOOM platform according to the scheduleE-mail for operative contact concerning working off:workoff.philosophy@gmail.com  |

**Information about academic discipline**

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| --- | --- | --- |
| Indicator names | Field of knowledge, direction of training, educational and qualification level | Characteristic of the academic discipline |
|  |  | Full-time education |
| Quantity of credits: 4 | Direction of training:22 «Health care»(code and name) | Elective course |
| Total quantity of hours: 120 | Specialty:222 «Medicine»(code and name) | Grade: |
| 2-nd |  |
| **Semester** |
| 3 or 4  |
| **Lectures** |
| Training hours:Classroom work – 30Extracurricular work – 90 | Educational and qualification level:master | 10 hours | – |
| **Practical classes** |
| 20 hours | – |
| **Laboratory** |
| – | – |
| **Extracurricular work** |
| 90 hours | – |
| **Individual tasks:** – |
| Type of control: credit |

Educational program of higher education of Ukraine, second (master's) level, educational qualification – master, field of knowledge – 22 “Health care”, specialty 222 “Medicine” is based on the Law of Ukraine “On Higher Education” and the resolution of the Cabinet of Ministers of Ukraine from 01.02.2017 № 53 “On Amendments to the Resolution of the Cabinet of Ministers of Ukraine from 29.04.2015 № 266», in accordance with the order of the Ministry of Education and Science of Ukraine from 01.06.2016 № 600 «About the statement and putting in action of Methodical recommendations concerning development of standards of higher education».

The study of the discipline "Etiquette in society. Etiquette in medicine" is aimed at acquainting students with a holistic view of the specifics of etiquette, developing skills for their implementation in practice, justifying the need to acquire knowledge of etiquette in order to use them in future professional activities; promoting the formation of high moral responsibility.

**The purpose of studying the discipline**

 Introducing students to the theory, history and practice of etiquette as a socio-cultural product and normative system of secular life, business relations and professional sphere (in particular, medicine) with a focus on the practical application of acquired knowledge.

**Main goals**

* determine the place and role of etiquette in society, its history and social relations;
* to characterize the main specific features of etiquette in the socio-cultural traditions of Ukraine and different regions of the world, to generalize the international experience of etiquette formation;
* to reveal the essential content of modern secular and business labels;
* characterize the purpose, structure, content of professional medical etiquette;
* to form the need to master etiquette, self-improvement;
* to develop specific skills and abilities of etiquette behavior in various spheres of life of modern person.

**The status and format of teaching the discipline**

Academic discipline is elective course.

The format of teaching the discipline is full-time, but if necessary it can be taught in a mixed format, combining traditional forms of classroom learning with elements of distance learning (on the platforms Google meet, Moodle and ZOOM).

**Teaching methods**

According to the sources of knowledge, the following teaching methods are used: verbal – story, explanation; visual – presentation, illustration; practical – independent seat-work, practical work. By the nature of the logic of cognition, the following methods are used: analytical, synthetic, analytical-synthetic, inductive, deductive. According to the level of independent mental activity, the following methods are used: problem-based, partial-search, research.

**Recommended literature**

1. Calvo A. M., Sanchez J. B. Hospitality in American Literature and Culture: Spaces, Bodies, Borders. Routledge. – 2016. – 214 p.
2. Holmes J. Women, Men and Politeness. Routledge. – 2013. – 264 p.
3. Martin J. Global Business Etiquette: A Guide to International Communication and Customs [Електронний ресурс] / J. Martin, L. Chaney – Режим доступу до ресурсу:

<https://books.google.com.ua/books/about/Global_Business_Etiquette.html?id=LZeD2yn6zLkC&redir_esc=y>.

1. Rossi P. Everyday Etiquette: How to Navigate 101 Common and Uncommon Social Situations [Електронний ресурс] / Patricia Rossi – Режим доступу до ресурсу:

https://books.google.com.ua/books/about/Everyday\_Etiquette.html?id=e1eAujfeEQsC&redir\_esc=y.

1. Song S. Politeness and Culture in Second Language Acquisition. – Springer, 2012. – Vol. 1. – 164 p.
2. Tenery R. Medical Etiquette [Електронний ресурс] / Robert M. Tenery – Режим доступу до ресурсу: https://jamanetwork.com/journals/jama/article-abstract/658804.
3. Безшейко В. How to consult/explain to the patient [Електронний ресурс] / В. Безшейко, І. Давиденко – Режим доступу до ресурсу:

<https://uk.e-medjournal.com/index.php/psp/article/view/77/175>.

**Interdisciplinary communication**

 The discipline has, first of all, connections with such disciplines as "Philosophy", "Ethics", "Religious Studies", "Ethical Problems in Medicine", "Academic Integrity".

**Learning outcomes**

 A person who has studied the discipline must:

• know the main stages of the emergence and development of foreign and domestic etiquette;

• know the essence of the main categories of etiquette; content of basic etiquette requirements and norms; moral principles of interpersonal relations and communication;

• be able to explain the problems of basic etiquette requirements and norms;

• be able to explain the content of the basic concepts of the categorical apparatus of etiquette;

• analyze the general and special in ways to solve the main problems in foreign and Ukrainian etiquette;

• use the acquired knowledge in understanding modern realities, apply them in everyday activities, taking into account the moral and legal norms of etiquette accepted in society;

• treat both foreign and Ukrainian cultural heritage and etiquette traditions with respect and care;

• combine deep professional knowledge with fundamental moral and aesthetic values;

• be responsible for professional duties;

• develop effective business communications that comply with universal norms of etiquette.

**Structure of the discipline**

|  |  |
| --- | --- |
| Names of discipline sections and topics | Quantity of hours |
| Form of education (full-time) |
| Total  | Including |
| Lect. | Prac. | Lab. | Ind. | ECW. |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Discipline section 1 |
| *Topic 1.* Ethics and etiquette. Establishing an etiquette in a historical perspective | 13 | 2 | 2 | – | – | 9 |
| *Topic 2.* The place of etiquette in society. Universal rules of etiquette | 13 | 2 | 2 | – | – | 9 |
| *Topic 3.* Etiquette in intercultural communication | 11 | – | 2 | – | – | 9 |
| Total by section 1 | 37 | 4 | 6 | – | – | 27 |
| Discipline section 2 |
| *Topic 4.* Modern secular etiquette. Etiquette rules in public places. Communication and speech etiquette | 11 | – | 2 | – | – | 9 |
| *Topic 5.* Modern business etiquette. Business conversation and business correspondence | 11 | – | 2 | – | – | 9 |
| *Topic 6.* Etiquette in organizations. Etiquette in high school | 13 | 2 | 2 | – | – | 9 |
| Total by section 2 | 35 | 2 | 6 | – | – | 27 |
| Discipline section 3 |
| *Topic 7.* Professional etiquette. Specifics of medical etiquette. Professional etiquette of a doctor | 13 | 2 | 2 | – | – | 9 |
| *Topic 8.* Features of the relationship between doctor and patient | 13 | 2 | 2 | – | – | 9 |
| *Topic 9.* Etiquette and gender. Etiquette in the field of gender relations | 11 | – | 2 | – | – | 9 |
| *Topic 10.* Netiquette (etiquette of the Internet community) as the latest form of etiquette | 11 | – | 2 | – | – | 9 |
| Total by section 3 | 48 | 4 | 8 | – | – | 36 |
| Total hours by discipline | 120 | 10 | 20 | – | – | 90 |

**Content of the discipline**

Topic 1. ETHICS AND ETHIQUETTE. ESTABLISHMENT AN etiquette IN HISTORICAL PERSPECTIVE

 The relationship and difference between the concepts of "ethics" and "etiquette". The applicability of the concept of "etiquette".

 The social origin of etiquette. Functions of etiquette: regulatory, axiological, evaluative, communicative, aesthetic, protective and cultural-educational.

 Purpose of etiquette. Varieties of etiquette: court, diplomatic, military, religious, civil, modern. Subspecies of general civil etiquette.

 Historical origin of etiquette. Mesopotamia and the ancient Sumerians.

 The first standards of behavior in antiquity and the European Middle Ages. Inseparability of "external" and "internal" etiquette in antiquity. Formation of ideas about politeness. The principle of "golden mean", "reasonable measure".

 The connection between etiquette and the aristocracy. Specifics of medieval etiquette. Knight etiquette. The image of the ideal knight and knight’s code of honor. Knight virtues.

 Development of etiquette from the Renaissance to the present day. The role of the Italian Renaissance in the development of etiquette. Humanism and etiquette. Duties of a person in relation to herself or himself, to other people and society.

 The ideology of the bourgeoisie of the XVII-XVIII centuries. and etiquette development. Etiquette in the New Age. The idea of ​​the personal principle of woman/ man, her/his autonomy, sovereignty. Self-esteem as the basis of etiquette. Etiquette as an open and democratic system.

Topic 2. THE PLACE OF ETIQUETTE IN SOCIETY. UNIVERSAL RULES OF ETIQUETTE

 Etiquette as a normative system of society. Variable and regulated behavior. Stereotypes and etiquette. Etiquette and ritual.

 Etiquette as a way of status-role identification of the person. Typology of etiquette rules. Moral and immoral behavior. Social role and etiquette. Role identification / distancing from the role.

 Etiquette as a communication technology for the formation of tolerant attitudes and conflict resolution. Conflicts in communication. Speech etiquette and communication culture.

 Moral grounds of etiquette. "The golden rule of morality". Etiquette rules and moral relations.

Topic 3. ETIQUETTE IN INTERCULTURAL COMMUNICATION

 International etiquette. International etiquette and universality. National style of business communication.

 Sociocultural and ethnic features of etiquette. Local etiquette and its rules. Individualist western cultures and collectivist eastern cultures. Greetings, manners, polite gestures, specifics of clothing, features of communication, contact in different cultures. Etiquette and religiosity. Reception ritual.

 Transformation of etiquette in Ukrainian society. Historical roots. Ukrainian hospitality and its origin. Reception rituals, meals, greetings, ritual touches.

Topic 4. MODERN WORLD ETHIQUETTE. ETHIQUETTE RULES IN PUBLIC PLACES. COMMUNICATION AND SPEECH ETHIQUETTE

 The concept of secular etiquette. The essence and varieties of secular etiquette. Democratization of modern secular etiquette.

 Types of receptions – formal and informal, day and evening. Secular etiquette at receptions. Banquet as the most solemn type of reception and features of etiquette behavior on it. Rules of conduct at the table. Use of personal appliances. General rules for toasting.

 Etiquette in public transport. The specifics of the rules of etiquette in the subway. Etiquette in long-distance transport. Etiquette on highways.

 Etiquette of attending public events (theaters, museums, exhibitions). Rules of conduct on the street and in public places. Rules of conduct in the museum. Rules of conduct in the theater. Etiquette rules for applauding actors. Rules of conduct at the stadium.

 The concept ("wide" and "narrow") and the essence of speech etiquette. Potential participants in speech communication.

 Non-verbal means of language etiquette. The essence of gestures. Varieties of gestures - illustrators, conventional, modal, ritual.

 Communication area - personal, intimate, social, public.

 Facial expressions, ophthalmology, manner of dressing, sensory, chronemic. Paraverbal means of speech.

 Principles of dialogue. The principle of respect and its violation (four modifications). Equality of the parties before the regulations and its violation (two forms). Completeness and accuracy of the protocol and four reasons for its violation.

 Etiquette in public discussion. Stages of public discussion and its purpose. Ineffective discussion. Typical difficulties in conducting a public discussion.

Topic 5. MODERN BUSINESS ETIQUETTE. BUSINESS CONVERSATION AND business correspondence

 Concept, specifics and elements of business etiquette. The system of norms and rules of business etiquette. Attributes of business etiquette. Two groups of rules of communication of business etiquette – vertical and horizontal types of communication. Stages of communication. Six basic principles of business relationships.

 Greetings, introduction, address, subordination.

 Appearance etiquette. Clothes as a “visiting card” of a person.

 Business clothing and footwear strategy. Dress codes in business etiquette. The appearance strategy of a business man and a business woman.

 The specifics of a business conversation: concept, functions, tasks, course.

 Features of business communication by phone. Norms and rules of communication by phone. "Mobile" etiquette.

 The specifics of modern business correspondence. Rules of written etiquette. Types of letters and their etiquette rules.

Topic 6. Etiquette IN ORGANIZATIONS. HIGH SCHOOL Etiquette

 Principles of etiquette in organizations. The image of the organization. Relationships in the "manager-subordinate" system. Leadership styles – authoritarian, democratic (collegial), liberal (anarchic), inconsistent (chaotic). The golden rule of ethics in business communication "manager-subordinate"

 Teamwork etiquette. Service etiquette rules.

 High school etiquette. Pedagogical etiquette. Student and teacher as subjects and objects of etiquette relations. Etiquette for students. The principles of fostering a culture of student behavior.

Topic 7. PROFESSIONAL etiquette. Specificity of MEDICAL etiquette. PROFESSIONAL DOCTOR Etiquette

 Professional etiquette as a kind of business etiquette. Professional etiquette and business communication. Essence and basic components of professional etiquette.

 The essence and purpose of professional etiquette. Standards of professional etiquette. Four subsystems of professional etiquette.

 Etiquette in Medicine: History and Present. General principles governing the activities of health professionals. Etiquette and Antique Medicine of Ancient Egypt and Ancient Greece. Monastic orders and charitable medical practice.

 Principles of implementation of medical etiquette in a team. Systems of etiquette relations "doctor-doctor", "doctor-auxiliary personnel".

 Professional etiquette of a modern doctor: difficulties and contradictions.

The specifics of a doctor's professional etiquette. Linguistic activity of the medical profession. The principle "do no harm" as a determining one in medical practice.

Features of the formation of the image of a modern doctor. The five components of a doctor's image are first impressions, competence and general erudition, flexibility, enthusiasm, and sincerity.

Topic 8. Features of the relationship between doctor and patient

 The appearance of the doctor and the basic rules of her/his behavior. Qualitatively significant characteristics of a doctor's behavior are communicative tolerance, professional adaptation, and professional image.

 Speech etiquette in the activities of a doctor. Non-verbal means as components of appearance. General classification and function of non-verbal means. Functions of verbal etiquette.

 Etiquette for special occasions (visiting patients, communicating with the patient's relatives, communicating with a disabled person, etc.).

Topic 9. Etiquette AND GENDER. Etiquette in the SPHERE of gender relations

Gender correctness and etiquette: problems of coexistence. Gender concept. Gender asymmetry and its discriminatory origins. Gender conflict. Gender conditionality of etiquette norms.

The principles of gender tolerance and correctness. Sexism and its manifestations. The most important principles of tolerance in relations between the sexes.

Modern secular etiquette and gender.

Topic 10. nettiquette (etiquette of the INTERNET COMMUNITY) as the newest form of etiquette

Internet community etiquette or "netiquette": general rules.

Basic concepts used on the Internet: forum, chat, moderator, overclocking, flame, flood, smiley.

10 principles of netiquette. Rules of etiquette when communicating by email.

**Discipline policy and values**

Syllabus and the process of teaching takes into account the possibility of fully attracting applicants for education with special educational needs. The Department of Philosophy is a space free from any discrimination, friendly to any person with special educational needs.

**Academic expectations. Course Requirements**

Students are expected to attend all lectures and classes. If they missed class, they need to work it off. The work off takes place online and/ or offline in accordance with the "Regulations on the procedure for working off classes by students of the Kharkiv National Medical University" and in accordance with the schedule for accepting work offs posted on the information stand of the department/ on the department page on the Moodle platform.

Writing tasks and homeworks must be completed in full and in time, if students have questions, they can contact the teacher personally or by e-mail, which the teacher will provide at the first class.

**Сlasses**

Active participation in the discussion is encouraged, students should be ready to understand in detail the material, ask questions, express their point of view, discuss. During the discussion, the following points are important:

- respect for colleagues,

- tolerance towards others and their experiences,

- sensitivity and impartiality,

- the ability to disagree with opinions, but respect the personality of the opponent,

- careful argumentation of your opinion and the courage to change your position under the influence of evidences,

- I statements, when a person avoids unnecessary generalizations, describes her/ his feelings and formulates her/ his wishes based on their own thoughts and emotions,

- acquaintance with primary sources is compulsory.

Creative approach in its various forms is encouraged. Students are expected to be interested in participating in Ukrainian and international conferences, competitions and other events.

**Labor protection**

During the first class of the course, the basic principles of labor protection will be explained by conducting appropriate instructions. It is expected that every one should know where the emergency exit closest to the audience is, where the fire extinguisher is located, how to use it, etc.

**In-class behavior. Basic “dos and don'ts”**

It is important for students to follow the rules of proper behavior at the university. These rules are general for everyone, they also apply to the professors, lecturers and staff, and do not fundamentally differ from generally accepted norms.

During classes **it is allowed:**

- to leave the class for a short time, if necessary and with the permission of the teacher (also online)

- to drink soft drinks;

- to take pictures of presentation slides;

- to participate in the class actively (see Academic Expectations).

It is prohibited:

- to eat (this does not apply to persons whose special medical condition requires another, in this case medical confirmation is required)

- to smoke,

- to drink alcoholic and even low-alcohol drinks or drugs;

- to use obscene language or words that offend the honor and dignity of colleagues and faculty;

- to play gambling;

- to make harm to the material and technical base of the university (damage inventory, equipment; furniture, walls, floors, litter premises and territories)

- to make noise, shout or listen to loud music during the class.

**Plagiarism and academic integrity**

The Philosophy Department maintains zero tolerance for plagiarism. Students are expected to constantly raise their awareness of academic writing. The first classes will provide information on what to consider as plagiarism and how to properly conduct the scientific research. The use of electronic gadgets is allowed only for educational purposes and with the permission of the teacher.

**Procedure for informing about changes in the syllabus**

The teacher is obliged to inform the students about the changes made to the syllabus. The updated syllabus is posted on the official website of the university in accordance with the established procedure.

**Evaluation policy**

The control of current educational activity is carried out by the teacher of academic group at each practical session according to the following kinds of activity with use of certain evaluation criteria:

1. THE TEST:

***“excellent”*** is given for all correct answers;

***“good”*** is given for 75-99% of correct answers;

***“satisfactory”*** is given for 50-74% of correct answers;

***“unsatisfactory”*** is given if the student answered less than half of the questions correctly, or did not answer at all.

1. ORAL ANSWER:

***“excellent”*** is given for a complete, comprehensive answer to the main questions, as well as additional questions of the teacher. In so doing the student must demonstrate a deep knowledge of the basic theoretical material of the discipline, the ability to think logically and creatively, argue the main points, successfully illustrate them with examples from life or fiction, demonstrate the ability to defend their own point of view in solving problems, problem situations, based on this is a good command of the basic terminology of the discipline.

***“good”*** in general remains the same requirements as for the grade of “excellent”, with some answers is not sufficiently complete.

***“satisfactory”*** is set if the student has mastered the basic provisions of the course, has the necessary minimum of concepts, can use them in solving problems. At the same time vague answers to some basic and additional questions, and also reproductive thinking are possible.

***“unsatisfactory”*** is applied when the above requirements are not met.

1. PRESENTATION OF THE REPORT (ABSTRACT) IN THE CLASSROOM:

***“excellent”*** for the ability clearly convey the main provisions of the problem within the time provided (7-10 minutes), for answering questions from the audience, for the ability to attract their attention, as well as for the emotionally inspired context of the report and proper technical design in accordance with the requirements of scientific works.

***“good”*** is placed when the above conditions are met, but when their volumes are not fully met.

***“satisfactory”*** is considered if the student demonstrates a purely reproductive approach to teaching the problem without elements of creativity, without proper design of the text of the abstract.

***“unsatisfactory”*** is placed in the case when the student is unable to present the abstract, does not have the material set out in it, as well as in the event that the abstract is not prepared at all.

1. WRITTEN ANSWER:

***“excellent”*** is considered a complete, comprehensive answer to the question, when the student must demonstrate not only a deep knowledge of the basic theoretical material of the discipline, but also the ability to think logically and creatively, argue the main points, based on good command of basic terminology.

***“good”*** – In general, the same requirements remain as for the assessment of “excellent” with insufficiently complete or correct answer to the question.

***“satisfactory”*** is given if the answer is unclear, insufficiently substantiated, incomplete or to a greater extent incorrect.

***“unsatisfactory”*** is placed when the answer is missing or incorrect.

1. ACTIVITY IN A PRACTICAL LESSON:

It is evaluated by incentive points in accordance with the participation in the discussion of questions, as well as taking into account the quality of the answers provided.

6. INDEPENDENT EXTRACURRICULAR WORK is evaluated during the current control of the topic in the relevant lesson, taking into account the following requirements:

- additionally prepared information on the topic of homework;

- acquaintance with primary sources;

- review of sources;

- preparation of presentation materials;

- work with regulatory sources;

- essay preparation;

- performance of creative tasks.

Every student has the right to appeal against the received grade, for which, first of all, he/she should turn to own teacher, and if necessary – to the head of the department, Professor Karpenko K.I. (main building, 3rd floor, room 117).

During the evaluation of the mastering of each educational topic of the discipline and the final lesson (FL) the student is given a grade on a national 4-point scale. The final score on the current educational activities (CEA) is defined as the arithmetic mean of the national grades for each lesson and FL, rounded to 2 decimal places and converted into a multi-point scale according to Table 1.

**Table 1. Conversion of the average score for current activities into a multi-point scale:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 4-point scale | 200-point scale |  | 4-point scale | 200-point scale |  | 4-point scale | 200-point scale |
| 5 | 200 | 4.22-4,23 | 169 | 3.45-3,46 | 138 |
| 4.97-4,99 | 199 | 4.19-4,21 | 168 | 3.42-3,44 | 137 |
| 4.95-4,96 | 198 | 4.17-4,18 | 167 | 3.4-3,41 | 136 |
| 4.92-4,94 | 197 | 4.14-4,16 | 166 | 3.37-3,39 | 135 |
| 4.9-4,91 | 196 | 4.12-4,13 | 165 | 3.35-3,36 | 134 |
| 4.87-4,89 | 195 | 4.09-4,11 | 164 | 3.32-3,34 | 133 |
| 4.85-4,86 | 194 | 4.07-4,08 | 163 | 3.3-3,31 | 132 |
| 4.82-4,84 | 193 | 4.04-4,06 | 162 | 3.27-3,29 | 131 |
| 4.8-4,81 | 192 | 4.02-4,03 | 161 | 3.25-3,26 | 130 |
| 4.77-4,79 | 191 | 3.99-4,01 | 160 | 3.22-3,24 | 129 |
| 4.75-4,76 | 190 | 3.97-3,98 | 159 | 3.2-3,21 | 128 |
| 4.72-4,74 | 189 | 3.94-3,96 | 158 | 3.17-3,19 | 127 |
| 4.7-4,71 | 188 | 3.92-3,93 | 157 | 3.15-3,16 | 126 |
| 4.67-4,69 | 187 | 3.89-3,91 | 156 | 3.12-3,14 | 125 |
| 4.65-4,66 | 186 | 3.87-3,88 | 155 | 3.1-3,11 | 124 |
| 4.62-4,64 | 185 | 3.84-3,86 | 154 | 3.07-3,09 | 123 |
| 4.6-4,61 | 184 | 3.82-3,83 | 153 | 3.05-3,06 | 122 |
| 4.57-4,59 | 183 | 3.79-3,81 | 152 | 3.02-3,04 | 121 |
| 4.54-4,56 | 182 | 3.77-3,78 | 151 | 3-3,01 | 120 |
| 4.52-4,53 | 181 | 3.74-3,76 | 150 | **Less than 3**  | **Not enough** |
| 4.5-4,51 | 180 | 3.72-3,73 | 149 |  |  |
| 4.47-4,49 | 179 | 3.7-3,71 | 148 |
| 4.45-4,46 | 178 | 3.67-3,69 | 147 |  |  |
| 4.42-4,44 | 177 | 3.65-3,66 | 146 |  |
| 4.4-4,41 | 176 | 3.62-3,64 | 145 |  |  |
| 4.37-4,39 | 175 | 3.6-3,61 | 144 |  |  |
| 4.35-4,36 | 174 | 3.57-3,59 | 143 |  |  |
| 4.32-4,34 | 173 | 3.55-3,56 | 142 |  |  |
| 4.3-4,31 | 172 | 3.52-3,54 | 141 |  |  |
| 4,27-4,29 | 171 | 3.5-3,51 | 140 |  |  |
| 4.24-4,26 | 170 | 3.47-3,49 | 139 |  |  |

**Questions for the final class**

1. The relationship and difference between the concepts of "ethics" and "etiquette".
2. The social origin of etiquette.
3. Functions of etiquette: regulatory, axiological, evaluative, communicative, aesthetic, protective and cultural-educational.
4. Purpose of etiquette. Varieties of etiquette: court, diplomatic, military, religious, civil, modern.
5. The historical origin of etiquette. The first standards of behavior in antiquity.
6. Specifics of etiquette of the Middle Ages. Knightly etiquette.
7. The development of etiquette from the Renaissance to the present day.
8. The ideology of the bourgeoisie XVII-XVIII centuries and etiquette development.
9. Etiquette as a normative system of society. Etiquette and ritual.
10. Etiquette as a way of status-role identification of the person.
11. Etiquette as a communication technology for the formation of tolerant attitudes and conflict resolution.
12. Speech etiquette and communication culture.
13. International etiquette.
14. National style of business communication.
15. Socio-cultural and ethnic features of etiquette.
16. Etiquette and religiosity.
17. Transformation of etiquette in Ukrainian society. Historical roots.
18. The concept of secular etiquette. The essence and varieties of secular etiquette. Types of receptions - formal and informal, day and evening.
19. Rules of conduct at the table.
20. Etiquette in public transport.
21. Etiquette in subway
22. Etiquette in long-distance transport. Etiquette on highways.
23. Etiquette of attending public events (theaters, museums, exhibitions).
24. Rules of conduct on the street and in public places.
25. Potential participants in speech communication.
26. Non-verbal means of language etiquette.
27. Communication area – personal, intimate, social, public.
28. Principles of dialogue.
29. Etiquette in public discussion.
30. The concept, specifics and elements of business etiquette.
31. Etiquette of appearance. Clothing as a "business card" of man.
32. Specifics of business conversation: concepts, functions, tasks, course.
33. Features of business communication by phone.
34. The specifics of modern business correspondence.
35. Principles of etiquette in organizations.
36. Leadership styles - authoritarian, democratic (collegial), liberal (anarchic), inconsistent (chaotic).
37. Etiquette of relationships in the team. Rules of business etiquette.
38. Etiquette in high school.
39. Professional etiquette as a kind of business etiquette.
40. The essence and purpose of professional etiquette.
41. Etiquette in medicine: history and modernity.
42. Principles of implementation of medical etiquette in the team.
43. Professional etiquette of a modern doctor: difficulties and contradictions.
44. Specifics of professional etiquette of a doctor.
45. Features of image formation of the modern doctor.
46. ​​The appearance of a doctor and the basic rules of her/his behavior.
47. Language etiquette in the activities of a doctor.
48. Nonverbal means as components of appearance.
49. Etiquette for special occasions (visiting patients, communicating with relatives of the patient, communicating with a disabled person, etc.).
50. Gender correctness and etiquette: problems of coexistence.
51. Gender conflict. Gender conditionality of etiquette norms.
52. Etiquette of the Internet community or "netiquette": general rules.
53. Basic concepts used on the Internet: forum, chat, moderator, overquoting, flame, lood, smiley.
54. Rules of etiquette when communicating by e-mail.

Head of the Philosophy Department, prof. K.I. Karpenko