

**SYLLABUS OF THE EDUCATIONAL COMPONENT
PROFESSIONAL COMMUNICATION COMPETENCE**

Speciality: **221 “Dentistry”**

Educational and professional program: **“Dentistry”**

Component code in the educational program: **EC 16**

Higher education level: **second** (master’s degree)

Form of education: **full-time**

Year of study: **3**

Semester(s): **V (autumn) or VI (spring)**

Type of educational component: **elective**

Academic year: **2026-2027**

Volume: **3 credits ECTS (90 hours)**

Training sessions: **practical classes, consultations, self-study**

Final control: **credit**

Prerequisites: **Modern Ukrainian Language (Secondary General Education)**

Department/Unit: **department of Ukrainian language, psychology and pedagogy**; 4 Nauky Ave, Main Building, 5th floor

Керівник освітнього компонента: **PhD Olena Polovynko**

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DESCRIPTION OF THE EDUCATIONAL COMPONENT

Course “Professional Communication Competence” is a fundamental component of the humanities training for modern dental practitioners, aimed at developing a high level of professional communication, enhancing effective interaction skills, and improving overall language culture. The course is designed to deepen knowledge of Ukrainian language functioning as a tool for professional communication; to develop practical skills in applying modern communicative technologies in professional practice; to foster analytical thinking and the ability to evaluate communicative situations in intercultural and interdisciplinary contexts; and to cultivate respect for linguistic and cultural traditions as an essential aspect of professional ethics.

The course content covers theoretical foundations of communication, features of professional discourse, principles for constructing effective communicative strategies, and technologies for verbal interaction within the professional environment.

PURPOSE OF THE COURSE: the course is aimed at developing high-level professional language culture in Master’s students of Dentistry, fostering the ability to communicate effectively in multicultural environments, enhancing analytical and critical skills in the field of public communication, and improving proficiency in contemporary verbal and non-verbal communication technologies within the healthcare context.

LEARNING OUTCOMES:

- ☞ Deepen knowledge of the principles and mechanisms of professional communication and intersectoral interaction.
- ☞ Develop skills for competent, ethical, and effective verbal influence on diverse audiences, including the general public, professional teams, as well as national and international organizations.
- ☞ Acquire modern communication technologies, including crisis communication, public speaking, negotiation, and media communication.
- ☞ Enhance interpersonal, intercultural, and interdisciplinary communication skills, which are critically important in healthcare.
- ☞ Foster language reflection and the ability to critically analyze one’s own speech and evaluate communication processes in professional practice.

CONTENT OF THE EDUCATIONAL COMPONENT

List of topics of lecture (10 hours):

1. Language and speech in professional activity.
2. Language norms in professional practice.
3. Professional communication.

List of topics of practical (20 hours):

1. Language and speech in professional activity.
2. Language norms in professional practice: orthoepic, phonetic, and orthographic norms.
3. Language norms in professional practice: lexical norms.
4. Language norms in professional practice: morphological and syntactic norms.
5. Professional communication: communication and interaction; types, forms, and functions; stages and means; gender aspects.
6. Oral professional communication: public speaking, presentation; linguistic and speech aspects.
7. Individual forms of professional communication: client reception, conversation, interview, telephone communication; linguistic and speech aspects.
8. Collective forms of discussing professional issues: negotiations, meetings, discussions, debates; interview; business card presentation.
9. Summary session.

List of topics of independent work of the student (60 hours)

1. Communication and interaction: types, forms, functions; stages and means; gender aspects.
2. Individual forms of professional communication: conversation, interview, telephone communication; linguistic and speech aspects.
3. Collective forms of discussing professional issues: interview; business card presentation.
4. Common fears and psychological barriers when switching to Ukrainian in professional practice.
5. Language culture and issues of speech etiquette; distinction between “spoken language” and literary language.
6. Verbal tolerance and verbal aggression of the specialist; productive types of professional speech activity.
7. Specifics of Ukrainian word stress.
8. Building vocabulary for effective communication.
9. Typical language errors and strategies for their avoidance.
10. Peculiarities of case forms and ending variations in modern Ukrainian.
11. Strategies for improving professional language competence.
12. Structure and techniques of business communication.
13. Communication barriers: types and ways of overcoming them.

The IWS is aimed at deepening and consolidating the theoretical knowledge gained during classroom training and contributing to the formation of professional competencies. The results of the IWS are subject to control and are included in the final control of knowledge.

Consultations: online, upon prior registration on the course page in the Learning Management System.

Teaching methods: lecture; problem-based learning; interactive communication training; flash simulations; case method; creative writing and storytelling; system of training exercises and creative tasks; narration.

EVALUATION

Current Learning Activities (CLA). The assessment of students’ progress is carried out in accordance with the Instruction on the Assessment of Learning Activities of Students at Kharkiv National Medical University (KhNMU). Grades for practical or final classes range from 2 to 5 points. Late submission of assignments without a valid reason results in a proportional reduction of the grade according to the percentage of delay relative to the task completion time. Assignments are checked within 24 hours, and grades are entered into the electronic gradebook.

Unsatisfactory grades are retaken in accordance with the Regulation on the Procedure for Retaking Classes by Students of KhNMU.

At the end of the semester, the average grade for formative assessment is converted into a multi-point score (120–200 points) according to Table 2 of the above-mentioned Instruction. The arithmetic mean of formative assessments for the semester constitutes the overall learning activity score (OLS).

Individual tasks (IT) are evaluated up to 10 points.

Final control. The prerequisite for admission to the final test is obtaining **at least 120 points of OLS**.

Grade in subject (GS). **GS = OLS**

Appealing the results of the final control is carried out in accordance with the procedure established in KhNMU (https://knmu.edu.ua/wp-content/uploads/2021/05/polog_apel_kontrol.pdf).

POLICIES OF THE EDUCATIONAL COMPONENT

Recommendations for working on the course: actively participate in all types of classroom activities; devote **1–2 hours daily** to self-directed learning and class preparation; ask questions during sessions; attend consultations; submit assignments on time; and complete all forms of assessment.

Attending classes. Attendance at lectures and practical classes is mandatory. Students arriving more than 5 minutes late may not be admitted to class. Missed classes must be retaken according to the *Regulation on the Procedure for Retaking Classes by Students of KhNMU*

Academic integrity. KhNMU stands on the positions of zero tolerance to manifestations of academic dishonesty. Any violations of the principles of academic integrity entail responsibility in accordance with the procedure established by KhNMU (https://knmu.edu.ua/wp-content/uploads/2021/05/polog_ad-1.pdf).

Use of electronic gadgets and artificial intelligence tools. The use of electronic gadgets and artificial intelligence tools is permitted only with the instructor's approval.

Policy on persons with special educational needs. Students with special educational needs should contact the instructor to develop an individual learning trajectory.

Teacher Response Time: 24 hours.

Technical requirements for the course:

- access to a computer, laptop, tablet or smartphone
- Corporate Google account with your own photo
- skills in working with Google Workspace (Google Meet, Docs, Sheets, Slides, Forms) and Moodle
- *other requirements of the department*

Technical support: ASM (ev.shevtsov@knmu.edu.ua), Google (tehotdelknmu@gmail.com), Moodle (al.korol@knmu.edu.ua)

RECOMMENDED SOURCES

1. Бацевич Ф. С. Основи комунікативної лінгвістики: навч. посібник для ЗВО. Київ: Видавничий центр «Академія», 2022. 240 с.
2. Семенюк О. А., Парашук В. Ю. Основи теорії мовної комунікації: навч. посібник для ЗВО. Київ: Видавничий центр «Академія», 2021. 240 с.
3. Єщенко Т. А. Мовленнєва комунікація лікаря: практикум. – Львів: ЛНМУ, 2024. 102 с.
4. Шутак Л. Б. Культура усного спілкування медичного працівника: навч. посібник для студентів закладів вищої медичної освіти. Чернівці: Видавництво БДМУ, 2021. 177 с.
5. Кубрак О. В. Етика ділового та повсякденного спілкування: навч. посібник для ЗВО. Суми: Університетська книга, 2021. 222 с.