

**SYLLABUS OF THE EDUCATIONAL COMPONENT  
PSYCHOLOGY OF COMMUNICATION**

Speciality: **221 “Dentistry”**

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

Component code in the educational program: **EC 8**

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

Form of education: **full-time**

Year of study: **1**

Semester(s): **II (spring)**

Type of educational component: **elective**

Academic year: **2024-2025**

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

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

Final control: **credit**

Prerequisites: **secondary education subjects**

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

Head of the educational component: associate professor, PhD, Anastasiia Sheiko,  
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**DESCRIPTION OF THE EDUCATIONAL COMPONENT**

The course Psychology of Communication focuses on the study of psychological patterns of interpersonal interaction, mechanisms of establishing contact, and the role of emotions, motivation, and cognitive processes in communication. The course examines different types of communication, its structure and functions, as well as the characteristics of verbal and non-verbal means of interaction. Particular attention is paid to the phenomenon of communication barriers and the psychology of conflict.

An important component of the course is the analysis of the specifics of professional communication within the doctor–patient system, where communication performs both instrumental and therapeutic functions.

**PURPOSE OF THE COURSE:** the course aims to develop students’ systematic knowledge of the psychological mechanisms and patterns underlying the communication process, to enhance their ability to interact effectively in a professional environment, and to equip them with strategies for constructive dialogue and conflict prevention.

**LEARNING OUTCOMES:**

- ☞ explain the psychological mechanisms of communication and their influence on interpersonal interaction;
- ☞ describe verbal and non-verbal means of communication and the specific features of their use;
- ☞ identify the causes of communication barriers and propose ways to overcome them;
- ☞ analyze the socio-psychological climate of a group and its impact on the effectiveness of interaction;
- ☞ apply psychological knowledge to optimize professional communication between doctor and patient;
- ☞ develop empathy, self-presentation skills, and the ability to conduct constructive dialogue in professional practice.

**CONTENT OF THE EDUCATIONAL COMPONENT****List of topics of lecture (10 hours):**

1. Psychology of Communication as a Science: subject, functions, forms, and components of communication.
2. Communication Disorders and Barriers: features of communication in different cultures and religions.

3. Communication as a Means of Socio-Psychological Influence: manipulative communication and strategies for counteracting manipulation.
4. Conflict Communication: strategies and techniques of effective communication; active listening.
5. Professional Communication in Medicine: fundamental principles of doctor–patient interaction.

**List of topics of practical (20 hours):**

1. Verbal and non-verbal means of communication (body language, movements, gestures, facial expressions, emotions): features of their use.
2. The influence of temperament and character on communication.
3. Age-related and gender-specific features of communication.
4. Affiliation as a need for communication.
5. Communication barriers and ways to overcome them.
6. Communicative positions: manipulation and actualization in communication.
7. Psychology of conflicts and methods of their resolution.
8. Listening as a means of effective communication: the ability to hear and encourage dialogue.
9. Concept and forms of business communication.
10. Communication practices of medical professionals with patients.

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

1. The subject and structure of the psychology of communication.
2. Theoretical models of communication in psychology.
3. Classification of types of communication in contemporary scientific literature.
4. Socio-cultural factors influencing communicative behavior.
5. Psychological mechanisms of influence and persuasion in communication.
6. Technologies for resolving communicative conflicts.
7. Ethical aspects of interpersonal communication.
8. The role of emotional intelligence in the communication process.
9. Self-presentation as a form of social communication.
10. Features of group dynamics and communication in small groups.

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](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](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. Горенко М. В. Психологія спілкування : навч. посіб. Уманський держ. пед. ун-т імені Павла Тичини. Умань : Візаві, 2024. 109 с.

2. Губенко І. Я., Карнацька О.С., Шевченко О.Т. Основи загальної і медичної психології, психічного здоров'я та міжособистісного спілкування : підручник. Вид. 3-е. Київ : ВСВ «Медицина». 2021. 312 с.

3. Курова А.В. Психологія спілкування: навч.-метод. посіб. для здобувачів вищої освіти факульту псих., політ. та соц. НУ «ОЮА»). Одеса : Фенікс, 2020. 79 с.

4. Петрінко В. С. Конфліктологія: курс лекцій, енциклопедія, програма, таблиці : навч. посіб. Ужгород : Видавництво УжНУ «Говерла», 2020. 360 с.

5. Соціально-психологічні аспекти спілкування в професійній діяльності : навч. посіб. Моргай Л. А. Умань : Візаві, 2021. 179 с.

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