



Syllabus for academic year: 2021/2022													
Training cycle: 2021/2022-2026/2027, 2020/2021-2025/2026, 2019/2020 – 2024/2025, 2018/2019 – 2023/2024													
Description of the course													
Course	Conflicts – methods of discovering and solving								Group of detailed education results				
									Group code D	Group name Behavioral science and social elements of professionalism			
Faculty	Faculty of Medicine												
Major	Medicine												
Level of studies	<input checked="" type="checkbox"/> uniform magister studies <input type="checkbox"/> 1 st degree studies <input type="checkbox"/> 2 nd degree studies <input type="checkbox"/> 3 rd degree studies <input type="checkbox"/> postgraduate studies												
Form of studies	<input checked="" type="checkbox"/> full-time <input type="checkbox"/> part-time												
Year of studies	I-IV						Semester:	<input checked="" type="checkbox"/> winter or <input type="checkbox"/> summer					
Type of course	<input type="checkbox"/> obligatory <input type="checkbox"/> limited choice <input checked="" type="checkbox"/> free choice / optional												
Language of study	<input type="checkbox"/> Polish <input checked="" type="checkbox"/> English												
Number of hours													
Form of education													
	Lectures (L)	Seminars (SE)	Auditorium classes (AC)	Major Classes – not clinical (MC)	Clinical Classes (CC)	Laboratory Classes (LC)	Classes in Simulated Conditions (CSC)	Practical Classes with Patient (PCP)	Foreign language Course (FLC)	Physical Education (PE)	Vocational Practice (VP)	Directed Self-Study (DSS)	E-learning (EL)
Winter semester:													
Department of Social Medicine													
Direct (contact) education ¹		10											
Distance learning ²													
Summer semester:													
Department of Social Medicine													
Direct (contact) education		10											

¹ Education conducted with direct participation of university teachers or other academics

² Education with applied methods and techniques for distance learning



Distance learning													
TOTAL per year:													
Department of Social Medicine (Dep. in charge of the course)													
Direct (contact) education		10											
Distance learning													
Educational objectives (max. 6 items) C1. Understanding the communication scheme taking into account the existence of different communication barriers. C2. Presentation of the genesis of the conflict as well as traditional and modern methods of conflict management. C3. Development social competences needed to practice the medical profession, in accordance with graduate's profile.													
Education result for course in relation to verification methods of the intended education result and the type of class:													
Number of detailed education result	Student who completes the course knows/is able to						Methods of verification of intended education results			Form of didactic class <i>*enter the abbreviation</i>			
D.W5.	the principles and methods of communication with the patient and his/her family to build an empathic, trusting relationship						MCQ test			SE			
D.W6.	the importance of verbal and non-verbal communication in communication with the patient and the concept of trust in interaction with the patient						MCQ test			SE			
D.U1.	take into consideration, in the therapeutic process, the subjective needs and expectations of the patient resulting from socio-cultural conditions						Group presentation			SE			
D.U4.	build an atmosphere of trust throughout the diagnostic and treatment process						Group presentation			SE			
* L- lecture; SE- seminar; AC- auditorium classes; MC- major classes (non-clinical); CC- clinical classes; LC- laboratory classes; CSC- classes in simulated conditions; PCP- practical classes with patient; FLC- foreign language course; PE- physical education; VP- vocational practice; DSS- directed self-study; EL- E-learning													
Student's amount of work (balance of ECTS points):													
Student's workload (class participation, activity, preparation, etc.)								Student Workload					
1. Number of hours of direct contact:								10					
2. Number of hours of distance learning:													
3. Number of hours of student's own work:								3					
4. Number of hours of directed self-study								n/a					
Total student's workload								13					
ECTS points for course								0,5					
Content of classes: (please enter topic words of specific classes divided into their didactic form and remember how it is translated to intended educational effects)													
Lectures													
Seminars													
1. Presentation of the communication scheme. Discussion of the communication barriers. – 3 hours													
2. Exercises with selected aspects of communication and reception of signals with special attention to situations of emerging conflict. – 2 hours													
3. The modern view of the conflict. Origins of the conflict. Phase of the conflict. – 3 hours													
4. Traditional and modern ways to manage conflict. – 2 hours													



Classes
Other
Basic literature : 1. Garry McDaniel "Conflict Management in Healthcare: Creating a Culture of Cooperation" Koehler Books 2020 2. Leonard J. Markus et al "Renegotiating Health Care: Resolving Conflict to Build Collaboration 2nd Edition" Jossey-Bass; 2nd edition 2011 3. Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment, 2011, <u>Lawrence Polsky, Antoine Gerschel</u>
Preliminary conditions:
Not applicable
Conditions to receive credit for the course: (specify the form and conditions of receiving credit for classes included in the course, admission terms to final theoretical or practical examination, its form and requirements to be met by the student to pass it and criteria for specific grades) The assessment takes place in direct contact with the teacher. In justified cases, by decision of the Rector, it may be done remotely. The basis of completing the course is the total fulfillment of the following conditions: Attendance at classes 100%, Active participation in discussions, scoring at least 60% of correct answers on the final test. Each absence must be made up, including Rector's days and Dean's hours.

Grade:	Criteria for courses ending with a grade ³
Very Good (5.0)	Obtaining 91-100% points from the pass test, active participation
Good Above (4.5)	Obtaining 85-90% points from the pass test, active participation
Good (4.0)	Obtaining 76-84% points from the test, active participation
Satisfactory Plus (3.5)	Obtaining 66-75% points from the test, active participation
Satisfactory (3.0)	Obtaining 60-65% points from the test, active participation
	Criteria for courses ending with a credit³
Credit	

Grade:	Criteria for exam ³
Very Good (5.0)	
Good Above (4.5)	
Good (4.0)	
Satisfactory Plus (3.5)	
Satisfactory (3.0)	

Department in charge of the course:	Katedra i Zakład Medycyny Społecznej
Department address:	Ul. Bujwida 44, 50-345 Wrocław
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Person in charge for the course:	Dr n.med. Dagmara Gaweł-Dąbrowska
Telephone:	71 328 2145
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³ The verification must cover all education results, which are realized in all form of classes within the course



List of persons conducting specific classes:				
Name and surname	Degree/scientific or professional title	Discipline	Performed profession	Form of classes
Dagmara Gawel-Dąbrowska	Ph D		Academic teacher/ Specialist in public health	SE

Date of Syllabus development

24.06.2021

Syllabus developed by

Dagmara Gawel-Dąbrowska PhD

Signature of Head(s) of teaching unit(s)

Dean's signature

Wroclaw Medical University
Faculty of Medicine
Vice-Dean for English Studies

prof. Beata Sołtyczyńska, PhD

.....Uniwersytet Medyczny we Wrocławiu
KATEDRA I ZAKŁAD
MEDYCYNY SPOŁECZNEJ
p.o. kierownika

dr hab. n. med. Katarzyna Zatońska, prof. uczelni