



Optional subject in academic year 2017/2018																
Description of the course																
Module/Course	Conflicts - methods of analyzing and solving										Group of detailed education results					
											Group code	Group name				
											D	Behavioral science and social elements of professionalism.				
Faculty	Medicine															
Major	medicine															
Specialties	Not applicable															
Level of studies	Uniform magister studies X * 1 st degree studies <input type="checkbox"/> 2 nd degree studies <input type="checkbox"/> 3 rd degree studies <input type="checkbox"/> postgraduate studies <input type="checkbox"/>															
Form of studies	X full-time X part-time															
Year of studies	I – VI					Semester		X Winter		Optional					X Summer	
Type of course	<input type="checkbox"/> obligatory <input type="checkbox"/> limited choice X free choice / elective															
Course	<input type="checkbox"/> major X basic															
Language of instruction	<input type="checkbox"/> Polish X English <input type="checkbox"/> other															
* mark <input type="checkbox"/> with an X																
Number of hours																
Form of education																
Unit teaching the course	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)	Specialist Classes – master studies (SCM)	Foreign Language Course (FLC)	Physical Education obligatory (PE)	Vocational Practice (VP)	Self-Study (Student's own work) (SS)	E-learning (EL)		
Winter Semester:																
		10														
Summer Semester:																
		10														
TOTAL per year:																
		10														
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.				
Education result matrix for module/course in relation to verification methods of the intended education result and the type of class				
Number of course education result	Number of major education result	Student who completes the module/course knows/is able to	Methods of verification of intended education results (forming and summarising)	Form of didactic class <i>**enter the abbreviation</i>
K 01	D. W4	Student explains the importance of verbal communication in the process of communicating with patients.	Test	SE
K 02	D. W4	Student explains the importance of nonverbal communication in the process of communicating with patients.	Test	SE
K 03	D. W4	Student defines the meaning of communication barriers.	Test	SE
K 04	D. W4	Student lists the traditional ways to manage conflict.	Test	SE
K 05	D. W4	Student lists the modern ways to manage conflict.	Test	SE
S 01	D. U4	The student is aware of the need to build an atmosphere of trust during the entire treatment process.	Group presentation	SE
S 02	D. U4	Student understand needs of overcoming communication barriers.	Oral answer	SE
S 03	D. U4	Student demonstrates traditional methods of conflict management.	Group presentation	SE
S 04	D. U4	Student demonstrates modern methods of conflict management.	Group presentation	SE
S 05	D. U4	Student is able to find out different origin of conflicts.	Oral answer	SE
<p>** L - lecture; SE - seminar; AC – auditorium classes; MC – major classes (non-clinical); CC – clinical classes; LC – laboratory classes; SCM – specialist classes (master studies); CSC – classes in simulated conditions; FLC – foreign language course; PCP practical classes with patient; PE – physical education (obligatory); VP – vocational practice; SS – self-study, EL – E-learning .</p> <p>Please mark on scale 1-5 how the above effects place your classes in the following categories: communication of knowledge, skills or forming attitudes: Knowledge: 5 Skills: 5</p>				
Student's amount of work (balance of ECTS points)				
Student's workload (class participation, activity, preparation, etc.)			Student Workload (h)	
1. Contact hours:			10	
2. Student's own work (self-study):			3	
Total student's workload			13	
ECTS points for module/course			0,5	
Comments				
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	
<ol style="list-style-type: none"> 1. Presentation of the communication scheme. Discussion of the communication barriers. 2. Exercises with selected aspects of communication and reception of signals with special attention to situations of emerging conflict. 3. The modern view of the conflict. Origins of the conflict. Phase of the conflict. 4. Traditional and modern ways to manage conflict. 	
Classes	
Other	
Basic literature (list according to importance, no more than 3 items)	
<ol style="list-style-type: none"> 1. „Handbook of Conflict Management” , 2003 William J. Pammer, Jerri Killian 2. Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment, 2011, Lawrence Polsky, Antoine Gerschel 	
Didactic resources requirements (e.g. laboratory, multimedia projector, other...)	
Multimedia projector, laptop	
Preliminary conditions (minimum requirements to be met by the student before starting the module/course)	
There are no preconditions	
Conditions to receive credit for the course (specify the form and conditions of receiving credit for classes included in the module/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)	
Attendance in minutes. 90%	
Active participation in the discussions.	
Achieving a minimum 60% of points on the test grading.	
Grade:	Criteria (only for courses/modules ending with an examination)
Very Good (5.0)	Not applicable
Above Good (4.5)	
Good (4.0)	
Sufficiently Good (3.5)	
Sufficient (3.0)	

Name and address of module/course teaching unit, contact: telephone and e-mail address

Social Medicine Department , 50-345 Wrocław, ul. Bujwida 44
tel. 71 3282145
email: agnieszka.cieslak@umed.wroc.pl

Coordinator / Person responsible for module/course, contact: telephone and e-mail address

dr n. med. Dagmara Gawel-Dąbrowska
tel. 71 3282145
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List of persons conducting specific classes: full name, degree/scientific or professional title, discipline, performed profession; form of classes.

dr n. med. Dagmara Gawęł-Dąbrowska – senior lecturer - seminaria

Date of Syllabus development

Syllabus developed by

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Signature of Head of teaching unit

Signature of Faculty Dean

Wrocław Medical University
FACULTY OF DENTISTRY
VICE DEAN FOR ENGLISH

Prof. Andrzej Hendrich, PhD

Uniwersytet Medyczny we Wrocławiu
KATEDRA I ZAKŁAD
MEDYCyny Społecznej
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