

National Pirogov Memorial Medical University, Vinnytsya

“APPROVE”

Vice-Rector of higher education institution
for Research, Education and Teaching



professor of HEI
Oksana SEREBRENNIKOVA

“ 30 ” August 2022 year

“AGREED”

Head of Ukrainian language and
culture Department



professor of HEI
Halyna VASYLENKO

“ 30 ” August 2022 year

**SYLLABUS
of academic discipline**

“Efficient communication as indicator of productive interaction between doctors and patients”

Specialty	222 Medicine
Educational level	the second (master`s) level
Educational programme	EPP Medicine, 2022
Academic year	2022-2023
Department	<i>Ukrainian language and culture Department</i>
Lecturer (if lectures are given)	Ass-prof. of HEI T. Vrublevska, teacher, Ph.D. in Pedagogy V. Baltremus
Contact information	<i>Ukrainian language and culture Department, ukraine@vnmu.edu.ua National Pirogov Memorial Medical University, Vinnytsya, V. Stus Street 2/19, (0432) 673068</i>
Syllabus compiler	Ass-prof. of HEI T. Vrublevska, teacher, Ph.D. in Pedagogy V. Baltremus

1. Status and structure of the discipline

Discipline status	Elective
Discipline code in EPP/ discipline place in EPP	EC 1.4, general training
Course / semester	1st year (II semester)
The amount of discipline (the total number of hours / number of credits ECTS)	51 hours / 1,7 credits ECTS
Number of content modules	1 module
The structure of the discipline	Lectures - 20 hours Practical classes - 10 hours Independent work - 21 hours
Language of study	Ukrainian
Form of education	Full-time (<i>or remote by order</i>)

2. Description of the discipline

Relevance: The study of discipline is necessary to supply the communicative needs of the students in socio-cultural, educational, professional areas and also to form a communicative competence. It will assist and form the language personality of the future specialist. The subject of studying this discipline is the modern Ukrainian literary language with the adaptive, socio-cultural, communicative and professional components, represented by the main types of speech activity of foreign communicators; norms of modern Ukrainian literary language, speech etiquette and culture of communication; topical communicative situations represented by relevant speech acts and intentional programs.

Foreword: This discipline is based on Elementary level of Ukrainian as a foreign language, the basic language skills (level A1, including letters, sounds, etc.).

Purposes: The purpose of the discipline is to form a complex of competences of foreign students in order to master the Ukrainian language; to facilitate the adaptation of foreigners to life and study in a Ukrainian-speaking environment; to form skills of usage of a common and professional vocabulary, grammatical constructions in communicative acts in accordance with certain intentional programs, requirements for speech activity, situations and topics of communication; to activate foreigners' cognitive activity, to develop their creative abilities; to prepare foreigners for independent educational activity. The solution of such tasks in the process of studying language provides actualization of communicative needs of students in various areas of conversation: household, socio-cultural, educational and professional.

Afterword: Mastering the Ukrainian language is a necessary component to obtain a speciality in the institution of higher education. So, the knowledge, skills and abilities that students acquire during studying the discipline "Efficient communication" are united with all types of medical practices, which include communication with a patient, case history taking, studying of medical records, etc.

3. Estimated Results

- 1) Efficient speaking skills in professional activity;
- 2) Ukrainian native speaker model in daily verbal and nonverbal communication;
- 3) Tactics and strategies of communicative behaviour within Ukrainian-speaking surrounding;
- 4) Competence to make up texts, initiate dialogues (oral and written forms of speech) according to the standards of modern Ukrainian literary language.

4. Content and logistic of the discipline

Module 1. Efficient communication as indicator of productive interaction between doctors and patients	II semester 51 hours / 1,7 credits	Lectures № 1–7 Practical classes № 1–4
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The course includes 11 topics (4 practical and 7 lecture topics), which are divided into 2 thematic modules.

Contents Module 1: Dialogical Speech Culture in Formal and Informal Communication

Topic 1: Rules of efficient communication: Ukrainian etiquette.

Topic 2: Formal and informal verbal greeting, address and introduction.

Topic 3: Formal and informal verbal etiquette forms of invitation, agreement and denial.

Topic 4: Formal and informal verbal farewell, gratitude, response to gratitude and apology.

Topic 5: Speech etiquette at meetings.

Topic 6: Phone conversation rules.

Topic 7: Formal and informal phone conversation.

Contents Module 2: Rules of Communication in Formal and Informal Social Surrounding

Topic 8: Interrogative sentences as a tool of efficient communication.

Topic 9: At the Dean's office: types of interrogative sentences in dialogues.

Topic 10: Complex sentences for informal communication.

Topic 11: At the hostel: how to use complex sentences.

The topics of the lecture course reveal the problematic issues of the relevant sections of the discipline. Practical classes provide a theoretical justification of the main issues of the topic and the acquisition of the following practical skills:

- 1) basic speech-communicative and language competences, skills and abilities of the general usage of language (keep the conversation going, express in a number of contexts, etc.);
- 2) communicative competence with professionally oriented and socio-cultural components, language skills (explain the main directions of the topic, pointing out the advantages and disadvantages of different judgments; think about causes, consequences, hypothetical situations, etc.).

On practical classes, students do oral and written lexical and grammatical tasks, work with texts (reading and answering questions, making a plan, taking notes, retelling what they have heard or read, etc.), model messages on a relevant topic, produce monologues and dialogues, write works, perform creative tasks.

Independent work of students contains preparation for practical classes and for final modules, including language and communicative tasks, creating projects, messages, oral and written presentations; work with a text, making dialogues of various types; work with dictionaries. The student's independent work is marked during practical classes and final modules through an oral interview.

Calendar plans of practical classes are published on the website of the department.

The route for obtaining materials: Ukrainian Language and Culture Department / For students / Full-time education / Medicine / 1 course / Efficient communication / Educational and methodical

materials / or through the link <https://www.vnmu.edu.ua/en/department/department/7#> . Access to the materials is carried out through the student's corporate account s000XXX@vnmu.edu.ua.

5. Forms and methods of monitoring academic performance

Current control in practical studies	Methods: oral survey (individual, frontal), written control test (system of training exercises and creative tasks).
Final semester control (credit) at the end of 2nd semester	According to the Regulation of the Academic process in VNMU named after M.I. Pirogov (link https://www.vnmu.edu.ua/General information)
Learning success diagnostic tools	Oral survey (individual, frontal), written survey (system of training exercises and creative tasks), independent work; group control, self-control, mutual control.

6. Assessment criteria

Knowledge assessment is carried out in accordance with the Regulations of the Academic process in VNMU named after M.I. Pirogov (link link <https://www.vnmu.edu.ua/General> information)

Continuous assessment	On a four-point system of traditional assessments: 5 «excellent», 4 «good», 3 «satisfactory», 2 «unsatisfactory»
Control of practical skills	According to the four-point system of traditional assessments
Pass-fail exam (credit)	On a 200-point scale (the arithmetic average grade for the semester is converted into points) Credited: 122 to 200 points Not credited: less than 122 points (See Grading Scale)

Discipline Score Scale: National and ECTS

The sum of grades for all types of educational activities	Score ECTS	Score on a national scale	
		For exam, course project (work), practice	for credit test
180-200	A	excellent	credited
170-179,9	B	good	
160-169,9	C		
141-159,9	D	satisfactory	
122-140,99	E	satisfactory	credited
0-121,99	FX	unsatisfactory with the possibility of reassembly	is not credited with the possibility of reassembling

	F	unsatisfactory with a mandatory reexamination of discipline	is not credited with mandatory reexamination of discipline

Criteria for student knowledge assessment

Assessment of oral / written response during the current assessment and during the intermediate control (credit)

"Excellent": - knowledge 90-100% of the educational material;

- accordance with the norms of the Ukrainian literary language;
- level of reading comprehension and listening comprehension - 90-100% of information;
- the ability to detach main information and to reproduce it in a definite order;
- variety of language tools;
- the ability to transform replies into a micromonolog;
- intensity of speech;
- skills of expression own attitude, the ability to evaluate the reported facts and argue own point of view.

"Good": - knowledge 80 - 90% of the educational material;

- accordance with the norms of the Ukrainian literary language: a few mistakes are allowed that will not interfere with communicative intentions;
- level of reading comprehension and listening comprehension - 80-90% of information; the ability to detach main information and to reproduce it in a definite order;
- variety of language tools;
- the ability to transform replies into a micromonolog;
- intensity of speech;
- skills of expression own attitude, the ability to evaluate the reported facts and argue own point of view.

"Satisfactory": - knowledge 70-80% of the educational material;

- accordance with the norms of the Ukrainian literary language: mistakes do not interfere with communicative intentions;
- level of reading comprehension and listening comprehension - 70-80% of information; the ability to detach main information and to reproduce it in a definite order;
- the ability to transform replies into a micromonolog;
- skills to express own attitude.

"Unsatisfactory": insufficient level of communicative skills, which are necessary for oral and written professionally oriented communication in Ukrainian.

7. Policy of discipline / course

The student has the right to receive high-quality educational services, access to contemporary scientific and educational information, qualified tutoring during the study of discipline and mastering practical skills. The policy of the department during the providing of educational services is a student-centered, based on normative documents of the Ministry of Education and the Ministry of Health of Ukraine, the Statute of the University and the Procedure for the Providing of Educational Services regulated by the main principles of the organization of the educational process in VNMU named after M.I.Pirogov and the principles of academic integrity (link <https://www.vnmue.edu.ua/General> information).

Adherence to the rules of VNMU, safety techniques in practical classes. Being at the Department student is obliged to follow the rules of the VNMU and to observe the instruction of safety.

Requirements for preparation for practical classes.

The student should be prepared for a practical lesson, homework must be completed beforehand.

A student should come to class on time, without delay. A student who is more than 10 minutes late is not allowed to the practical class and must work it in the prescribed manner.

The student must follow the rules of safety in practical rooms and at the department.

During the discussion, students should demonstrate tolerance, courtesy and respect for their colleagues and the teacher.

Usage of mobile phones and other electronic devices.

The use of mobile phones and other electronic devices in the classroom is allowed only during electronic testing or surveys and in order to use Internet resources for translation.

Academic integrity. When studying the discipline, the student must be guided by the Code of Academic Integrity and Corporate Ethics of VNMU named after M.I. Pirogov (link : <https://www.vnmue.edu.ua/General> information)/ Code of Academic Integrity). In case of violation of the norms of academic integrity during the current and final controls student receives a grade of "2" and must work it out to his teacher in the prescribed manner within two weeks after receiving an unsatisfactory assessment).

Missed classes. Missed classes are working out in the manner prescribed by Regulations of the Academic process in VNMU named after M.I. Pirogov (link <https://www.vnmue.edu.ua/General> information) at the time of work out schedule (published on the website of the department <https://www.vnmue.edu.ua/> Department of Ukrainian Language and Culture#) to the teacher.

To work out complete missed lesson, the student must answer questions in writing or orally to the topic of the lesson; do lexical and grammatical tasks on the topic.

Additional points. There are no individual points in the discipline "Efficient communication as indicator of productive interaction between doctors and patients".

Conflict resolution. In case of misunderstandings and complaints to the teacher because of the quality of educational services, knowledge assessment and other conflict situations, student should

submit his / her claims to the teacher. If the issue is not resolved, the student has a right to apply to the head of the department according to Complaints Consideration Procedure (<https://www.vnmue.edu.ua/> General information / Basic documents).

Politics in terms of remote learning. Distance learning regulated by the Regulations of the elements of remote learning in VNMU named after Pirogov M.I. (<https://www.vnmue.edu.ua/> General information). The main training platforms for studying are Microsoft Team and Google Meets. Practical classes and lectures, exercises and consultations during distance learning is published on the website of the department (<https://www.vnmue.edu.ua/en/department/department/7#>).

Feedback from teachers is via messengers (Viber, Telegram, WhatsApp) or e-mail (at the teacher's choice) during working hours.

8. Educational resources.

Educational and methodological support of the discipline is published on the website of the department (<https://www.vnmue.edu.ua/> Ukrainian language and culture Department/ For students).

9. The timetable and distribution of groups with assigned teachers are published on the web page of the department (<https://www.vnmue.edu.ua/> Ukrainian language and culture Department/ For students).

10. Questions to the intermediate and final semester control (credit) of the discipline are published on the web page of the department (<https://www.vnmue.edu.ua/> Ukrainian language and culture Department/ For students).

The syllabus of the discipline "Efficient communication as indicator of productive interaction between doctors and patients" was discussed and approved at the meeting of the Ukrainian language and culture Department (record № 1, dated "August, 30" 2022).

Responsible for the academic
discipline "Efficient
communication"



Ass-prof. of HEI Tetiana VRUBLEVSKA

Head of the Ukrainian language
and culture Department



Prof. Halyna VASYLENKO