

Course Specifications

Communication Skills for dental students

A. Administrative Information

Course Title	Communication Skills for dental students
Course Code	CSK 207
Program(s) on which the course is given	Main stream students
Academic year/level	4 th year
Semester	2
Date of specification/revision	2017-2018
Date of approval by program Council	
Taught hours	1 Hour/Week

Theoretical	Tutorial	Practical	Others	Total
7	0	0	-	7

A. Professional Information

1. Overall Aims Of Course:

Upon completion of the course, the student should be able to:

- Develop knowledge about communication fundamentals.
- Understand requirements and components of effective communication.
- Recognize and apply effective communication strategies within different phases of dental management.
- Identify potential outcomes of effective versus poor communication.
- Use verbal and non-verbal tools to optimize communication with patients and colleagues.

- Identify and manage communication challenges during dental treatment.
- Develop knowledge about written communication skills between colleagues and patients.

2. Intended Learning Outcomes Of Course (ILOs):

a- knowledge and understanding

By the end of the course, students should be able to

- a.1. Define importance, process and principles of good communication.
- a.2. Identify requirements and components of effective communication.
- a.3. Describe tools of verbal and non verbal communication.
- a.4. Identify key moments in dentist-patient communication phases and effective communication strategies in each phase.
- a.5. Define principles and ethics for effective communications with colleagues.
- a.6. Identify communication challenges and acquire knowledge about management strategies with difficult patients and for delivering bad news.
- a.7. Identify types of written communications that may be used for patients or between professionals.

b- Intellectual skills

By the end of the course, students should be able to

- b.1. Recognize the potential outcomes of effective and poor communication.
- b.2. Differentiate between good and poor communication features.
- b.3. Differentiate between uses of verbal and non-verbal tools to optimize communication with patients and colleagues
- b.4.. Recognize effective communication strategies within specific dental appointment phases.
- b.5. Know basic and effective communication tools with colleagues.
- b.6. Establish management strategies for challenging events in dental office using communication tools.

b.7. Recognize basic requirements and vocabulary for written communication for patients or between professionals.

c. Professional skills

By the end of the course, students should be able to

c.1. Use verbal and non-verbal tools to optimize communication with patients and colleagues.

c.2. Apply effective communication strategies within specific dental appointment phases.

c.3. Communicate with colleagues in professional manner.

c.4. Apply effective communication strategies for challenging patients and situations in dental appointment.

c.5 Write patients reports.

c.6. Write referral letter.

c.7. Formulate dental treatment planning form for patient.

d- General and transferable skills

By the end of the course, students should be able to

d.1. Work with others in organized team.

d.2. Prepare oral presentations.

d.3. Use computer technology in presentation.

d.4. Acquire the skills of analyzing & solving problems.

3. Contents (Per Year):

Topic	Lecture hours
General principles of communication	1
Requirements and components of effective communication	1
Tools of verbal and non verbal communication	1
Effective communication strategies in key moments of dentist patient communication phases	1
Principles and ethics for effective communications with colleagues	1

6.1. Course Notes: Course notes authorized by lecturer.

6.2 Essential Books (Text Book)

Wilson, NHF & Brunton, PA 2005, **Communicating in dental practice: stress-free dentistry and improved patient care.** Quintessence, Projected Date: 200501, London.

6.3. Reference peer reviewed articles;

1. Academician K: **An Interesting Review on Soft Skills and Dental Practice.** *J Clin Diagnostic Res* 2015, **9**:19–22.

2. Ranjan P, Kumari A, Chakrawarty A: **How can Doctors Improve their Communication Skills ?** *J Clin Diagnostic Res* 2015, **9**:1–4.

7. Other Resources/Facilities required for teaching and learning to achieve the above ILOs :

Elective course using e-learning

8. We certify that all of the information required to deliver this course is contained in the above specification and will be implemented

Course Director:

Name: Dr. Ola Ezzatt

Signature:*Ola Mohamed Ezzatt* ...

Date ...10/2/2018..