# Questions and Literature for final assessment of the discipline

# «PSYCHOLOGY of COMMUNICATION »

**APPROXIMATE QUESTIONS FOR PREPARATION FOR FINAL MODULE ASSESSMENT (TEST)**

1. What we mean by communicative competence?

2. Which types of communication do you know?

3. Main characteristics of verbal and non-verbal communication.

4. Comparative analysis of formal and informal communication.

5. Leading modalities and their role in interpersonal understanding.

6. Main characteristics of communication: participants, messages, context, channels, interferences, feedback.

7. Social intelligence as the basis of communicative competence.

8. Different characteristics of honest and manipulative communication.

9. Comparative analysis of critical and non-critical thinking.

10. Recommendations for critical reading and evaluation of information.

11. The main elements of critical thinking.

12. Characteristics of verbal and written persuasion techniques.

13. The essence of logical errors.

14. Visual decision-making tools.

15. Presentation and self-presentation strategies.

16. Presentation tools: visual, verbal, non-verbal.

17. Techniques for engaging with the audience and managing issues.

18. Means of overcoming nervousness and anxiety.

19. Rehearsals and feedback as effective mechanisms for presentation and self-presentation.

20. Distinctive features of discussion and debate.

21. The role of criticism and feedback.

22. Discussion culture. Means of constructing non-conflicting statements.

23. Conflict behavior styles.

24. What is the role of the patient's personality and personality?

25. Doctor and patient therapeutic alliance.

26. Types of hearing. Active listening techniques and principles. Stages of the listening process.

27. Attribution as a phenomenon of communication.

28. Features of the patient's behavior. The type of patient's reaction to an illness or problem.

29. Social and cultural stereotypes in communication. Their consideration in communication.

30. The concept of compliance. Types of compliance.

31. Providing information on current diagnosis and next steps in treatment.

32. Staff relations and medical teams.

33. The distribution of roles in the team. The benefits of group work. The difficulties of group work and ways to overcome them.

34. Building an effective team, medical team composition.

35. Conflict management methods.

36. Valuable and invaluable judgments: examples, application techniques.

37. Self-expression as a means of conflict management.

38. The concept of psychological boundaries.

39. Levels of sovereignty of psychological space.

40. Ethical principles of communication in the medical environment.

# LITERATURE (Basic)

1. *Communication Psychology: manual*. In 2 parts. Part 1 / comp. V. I. Ponomaryov, А. А. Osypenko, Ia. К. Iagniuk. – Kh. : V. N. Karazin Kharkiv National University, 2016. – 156 p.
2. DiMatteo M. R. (2004). Social Support and Patient Adherence to Medical Treatment: A Meta-Analysis. *Health Psychology*, Vol. 23, No. 2, 207–218.
3. Neo L. F. (2011). Working toward the best doctor-patient communication. Singapore Medical Journal, 52(10): 720.
4. Ong L. M. L., De Haes J. C. J., Hoos A. M., Lammes F. B. (1995). Doctor-patient communication: a review of the literature. *Social Science and Medicine.* Vol. 40, No. 7, pp. 903-918.
5. Warnecke E. (2014). The art of communication. *Australian Family Physician*. Vol. 43, No. 3, pp. 156-158.

# LITERATURE (Additional)

1. Barry J. Evans, Robb O. Stanley, Greg J. Coman & Vikki Sinnott (1992). Measuring medical students' communication skills: Development and evaluation of an interview rating scale. *Psychology & Health*, *6* (3), pp. 213-225.
2. Galanti, G. (2004). *Caring for patients from different cultures: Case studies from American hospitals*. Philadelphia: University of Pennsylvania Press.
3. Gurung R. *Health Psychology: A Cultural Approach*. – 2nd edition / R. Gurung. – Belmont, CA, USA: Wadsworth, 2010. – 518 p. Chapter 8: Factors surrounding illness.
4. Jimmy B., Jose J. (2011). Patient Medication Adherence: Measures in Daily Practice. Oman Med J.; 26(3): 155–159. doi: 10.5001/omj.2011.38
5. Kaba R.Sooriakumaran P.(2007) The evolution of the doctor-patient relationship. *International Journal of Surger.* [5(1](https://www.sciencedirect.com/science/journal/17439191/5/1)), pp. 57-65.
6. Kleinman, A., Eisenberg, L. & Good, B. (1978). Culture, illness, and cure: Clinical lessons from anthropologic and cross-cultural research. *Annals of Internal Medicine, 88,* 250-258.
7. Nilchaikovit, T., Hill, J. M., & Holland, J. C. (1993). The effects of culture on illness behavior and medical care: Asian and American differences. *General Hospital Psychiatry, 15*, 41-50.
8. Starkey L. Critical thinking skills success. - NY: LearningExpress, LLC, 2004. – 169 p.

**Links to the Internet information resources, video lectures, and other methodological support**

1. Blog Posts “Health Psychology – from theory to practice” – how to talk with patients about sensitive issues like losing weight etc. URL: practicalhealthpsychology.com
2. Weir K. Improving patient-physician communication. URL: <https://www.apa.org/monitor/2012/11/patient-physician>
3. AMSA leadership program. URL: <https://www.amsa.org/events/leadership-program/> The program is designed to bridge the gap in medical training between clinician and leader. You will gain insight into essential, often unknown or overwhelming to understand, business and interpersonal skills you’ll need as you advance in your career.
4. Panesar Kiran, BPharmS (Hons), MRPharmS, RPh, CPh Patient Compliance and Health Behavior ModelsURL: <https://www.uspharmacist.com/article/patient-compliance-and-health-behavior-models>
5. Therapeutic Alliance Part 1.Psychotherapy podcast, psychiatry podcast URL: <https://psychiatrypodcast.com/psychiatry-psychotherapy-podcast/therapeutic-alliance-part-1>
6. All materials for the course ‘Psychology of Communication’ <http://psydilab.univer.kharkov.ua/index.php/en/education/163-psychology-of-communication>
7. Communication Guys podcast. URL: <https://www.communicationguys.com/podcast/>