	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	**Metode komuniciranja**
Course title	**Methods of Communication**

Študijski program in stopnja **Study programme and level**	**Študijska smer** **Study field**	**Letnik** **Academic year**	**Semester** **Semester**
Zdravstvena nega / 1. stopnja	Zdravstvena nega	2.letnik	4.
Nursing Care / 1st Cycle	Nursing Care	2nd year	4th

Vrsta predmeta/Course type	obvezni / obligatory
Univerzitetna koda predmeta/University course code	

Predavanja **Lectures**	**Seminar** **Seminar**	**Sem. vaje** **Tutorial**	**Lab. vaje** **Laboratory work**	**Teren. vaje** **Field work**	**Samost. delo** **Individ. work**	**ECTS**
30	/	30	/	/	30	3

Nosilec predmeta/Lecturer:	prof. dr. Karmen Erjavec

Jeziki/ Languages:	**Predavanja/Lectures:**	slovenski/Slovenian
	Vaje/Tutorial:	slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:	**Prerequisites:**
Vpis v drugi letnik.	The prerequisite for participation is enrolment in the second year of study.

Vsebina:	**Content (Syllabus outline):**
• *Opredelitev komuniciranja:* osnovni pojmi, komunikacijske prvine, načela komuniciranja, komuniciranje kot socialni proces. • *Zaznavanje in komunikacijski proces.* • *Vrste komunikacije:* primarna in sekundarna, enosmerna in dvosmerna, intrapersonalna, interpersonalna in množična, verbalna in neverbalna, signalna in simbolna, posredna in neposredna, Vsebinska in odnosna komunikacija, zavedna in nezavedna. Komunikacijska povratna zveza. Razsežnosti ustvarjalnega komuniciranja. • *Oblike komunikacije:* intraosebne,	• *Defining communication;* basic terms, formal elements, principles of communication, communication as a social process. • *Perception and communication process* • *Types of communication:* primary and secondary, one-way, two-way, intrapersonal and interpersonal, verbal and nonverbal communication, signal and symbolic, direct and indirect, substantive and relational communication, conscious and unconscious communication. Communication feedback. Dimension of creative communication. • *Forms of communication:* intrapersonal,

medosebne, organizacijske komunikacije, govorice, medijsko, masovno, neverbalno, neposredno/ posredno komuniciranje. • *Poslovno razmerje kot komunikacija:* naloge komunikacije v zdravstvenih ustanovah, cilji zdravstvenih ustanov na področju komuniciranja. • *Ravni komuniciranja.* • *Komunikacija in vodenje tima v zdravstvu.* • *Dejavniki komuniciranja* (didaktični, psihološki, sociološki, andragoški). Razvoj komunikacijskih spretnosti. • *Pomen čustev v komunikaciji.* • *Reševanje kompleksnih problemov* (linearno, strateško, hipotetično, nevtralno, cirkularno, refleksivno). • *Oblike komuniciranja* v zdravstvenem okolju: pogovori, sestanki, razprave, posvetovanje, dogovarjanje, odločanje. • *Organizacija dela kot komunikacija*. Komunikacija kot integracija in identifikacija, kot interakcija in diferenciacija, kot informacija in participacija. • *Interpersonalna komunikacija*. Ovire in konflikti. Reagiranje človeka na konfliktne situacije. Obrambni mehanizmi osebnosti. • *Poslušanje, pozorno sledenje, odzivanje, povratna informacija* v komunikaciji s pacientom in zanj pomembnimi osebami. • *Terapevtska komunikacija.* • *Komuniciranje z osebami s posebnimi potrebami*: komuniciranje z otroki v različnih starostnih obdobjih ter mladostniki ter starši, komuniciranje s starostniki, komuniciranje z dolgotrajno bolnimi, hudo bolnimi in umirajočimi. • *Etika poslovnega komuniciranja*.	interpersonal, organizational communication, rumors, media, mass, non-verbal, direct/indirect communicating. • *Business relationship as communication*: the tasks of communication in healthcare organizations, goals of hralthcare organizations in the firld of communicationg • *Levels of communication.* • *Communication and managing a team in healthcare*. • *The factors of communication* (didactic, psychological, sociological, adult education). Development of communication skills. Speak*ing and listening.* Reading and writing. Written communication (business letter, memos, reports). • *Solving complex problems* (linear, strategic, hypothetical, neutral, circular, reflexive). *Forms of communication* in the healthcare environment: conversations meetings, discussions, consultations, negotiations, decisions. • *Organization of work as a communication*. Communication as an integration and identification, as an interaction and differentiation, as an information and participation. • *Interpersonal communication.* Obstacles and conflicts. People react to conflict situations. Defense mechanisms of personality. • *Listening, paying attention, responding, feedback* in communication with patients and his important people. • *Therapeutic communication.* • *Communicating with people with special needs:* children in different age groups, teenagers and parents, terminally ill and dying patients. • *Ethics in business communication.*

Temeljna literatura in viri/Readings:

1. Blažič, M. (2002). *Razsežnosti komunikacije*. Novo mesto: Visoka šola za upravljanje in poslovanje Novo mesto.

2. Pease, A. (1997). *Govorica telesa*. Ljubljana: Mladinska knjiga.
3. Pease, A. in Pease, B. (2016). *Velika šola govorice telesa*. Ljubljana: Mladinska knjiga.
4. Prebil, A. in sod. (2009). *Komunikacija v zdravstvu*. Celje: Mohorjeva družba.
5. Rungapadiachy, D. M. (2003). *Medosebna komunikacija v zdravstvu*. Ljubljana: Educy.
6. Zupan, N. in Hočevar, N. (2010). *Osebna odličnost v zdravstvu*. Jesenice: Visoka šola za zdravstveno nego.

Cilji in kompetence:	**Objectives and competences:**
Učna enota prispeva k razvoju naslednjih splošnih in specifičnih kompetenc: • razvoj komunikacijskih sposobnosti in spretnosti v strokovnem okolju (domačem in mednarodnem), • uporaba informacijsko-komunikacijske tehnologije in sistemov na strokovnih področjih, • usposobljenost za vodenje, organizacijo in kooperativno timsko delo, • usposobljenost za sprejemanje odgovornosti za profesionalni razvoj in učenje, izboljševanje lastnega dela skozi evalvacijo z namenom, da se zagotovi kvaliteta storitev, • sposobnost vsestranskega in sistematičnega prilagajanja obravnave pacienta glede na relevantne, fizikalne, socialne, kulturne, psihološke, spiritualne in družbene dejavnike, • usposobljenost za učinkovito komuniciranje (vključujoč uporabo tehnologij) s pacienti, z družinami in socialnimi skupinami v normalnem in specifičnem komunikacijskem okolju/vzdušju, • usposobljenost za učinkovito delo in sodelovalno komuniciranje z vsem podpornim osebjem, da se zagotovi kakovostno organiziranje, vodenje in delovanje tima.	*The learning unit mainly contributes to the development of the following general and specific competences:* • development of communication skills and competences in in the professional environment (domestic and international), • using the ICT and systems in the professional field of work, • being trained in managing, organizing and cooperative teamwork, • the ability of taking responsibility in professional development and improving own work through evaluation, in order to ensure the quality of services, • the ability of taking responsibility in professional work, • taking responsibility for the professional development and learning, improving work through the evaluation, in order to ensure the quality of services at the workplace; • the ability to adapt the individual all-round and systematic treatment according to the relevant physical, social, cultural, psychological, spiritual and social factors, • the ability for an effective communication (including the use of the ICT) with patients, families and social groups in the normal and specific communication environment/atmosphere • the capability for an effective work and cooperative communication with all supporting staff to ensure quality organization, management and functioning of the team.

Predvideni študijski rezultati:	**Intended learning outcomes:**
Znanje in razumevanje	***Knowledge and understanding***

Študent/študentka:	*Students*:
• razume pomen komunikologije in procese komunikacije, • razume pomen uspešnega komuniciranja v zdravstvenem okolju, • razume interakcijsko delovanje dejavnikov, ki vplivajo na uspešnost komuniciranja, • pozna komunikacijske strategije, • uporablja osnovne komunikacijske spretnosti, • uporablja osnovno znanje in veščine s področja medijske komunikacije, • usposobi se za pisno, verbalno in neverbalno komunikacijo, • se usposobi za refleksijo in kritično vrednotenje komunikacijskih izkušenj, • razume kompleksnost strokovnih nalog na različnih področjih zdravstvene nege, • je pripravljen/-a na soočanje s komunikacijskimi problemi v delovnem okolju in na iskanje primernih rešitev, • pozna in razume umeščenost svojega strokovnega področja v širše družbene, kulturne in vrednostne kontekste ter z refleksijo le-teh oblikuje intelektualno aktiven in profiliran odnos do sveta.	• understand the significance of communicology and processes of communication, • understand the significance of successful communication in the healthcare environment, • understand the interactive performance of factors that affect successfulness of communication, • know the communication strategies, • use the basic communication skills, • use the basic knowledge and skills in the field of media communications, • are qualified for a written, verbal and non-verbal communication, • are trained for reflection and critical evaluation of the communication experiences, • understand the complexity of professional tasks in different areas of nursing care, • are ready to cope with communication problems in the working environment and to find the appropriate solutions, • know and understand how the area of expertise fits into the broader social, cultural and value contexts and develop intellectually active and shaped relationship to the world by reflecting those contexts.

Metode poučevanja in učenja:	**Learning and teaching methods:**
• *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov), • *seminarske vaje*: priprava, predstavitev in uspešen zagovor seminarske naloge (aplikacija pridobljenega znanja, študija primera, kritično presojanje, diskusija, refleksija, vrednotenje).	• *lectures* with active participation of students (explanation, discussion, questions, examples, problem solving); • *tutorial* in connection with practice (problem-solving, case studies, critical assessment, discussion, reflection of experience, evaluation, individual and teamwork in the form of workshops);

Načini ocenjevanja:	Delež (v %) Weight (in %)	**Assessment:**
Načini: • izpit, • priprava, predstavitev in uspešen zagovor seminarske naloge. Ocenjevalna lestvica: ECTS.	 60 % 40 %	Types: • exam • preparation, presentation and defence of the seminar paper Grading scheme: ECTS.