

**School of Pharmacy / School of Pharmacy (English)**

**2024 - 2025 Academic Year**

**PROFESSIONAL COMMUNICATION SKILLS**

**Syllabus**

<b>Course Description</b>					
<b>Name</b>	<b>Code</b>	<b>Semester</b>	<b>T+A Hour</b>	<b>Credit</b>	<b>ECTS</b>
PROFESSIONAL COMMUNICATION SKILLS	PHA5215587	Spring Semester	2+0	2	3
<b>Prerequisites Courses</b>					
<b>Recommended Elective Courses</b>					
<b>Language of Instruction</b>	English				
<b>Course Level</b>	First Cycle (Bachelor's Degree)				
<b>Course Type</b>	Elective				
<b>Course Coordinator</b>	Assist.Prof. İpek EROĞLU				
<b>Name of Lecturer(s)</b>	Assist.Prof. İpek EROĞLU				
<b>Assistant(s)</b>					
<b>Aim</b>	Introducing human psychology and providing basic information about psychology. It will be held in two theoretical parts and practical parts by applying case studies and role plays and emphasizing theoretical background.				
<b>Course Content</b>	This course contains; Introduction to Course,Senses, Perception, and Attention,Language Development and Communication Theories,Instincts and Motives & Communication,Concept of Intelligence and Intelligence Tests,Life-long Developmental Theories I (Freud, Erikson, Piaget),Life-long Developmental Theories II (Vygotsky, Kohlberg),Theories of Personality and Personality Tests,Attitudes, Prejudices, and Social Impacts on Human Behavior in terms of Patient-Pharmacist relationship,Concepts of Normal and Abnormal and Psychopathologies,Defence Mechanisms & Their Reflections in Patient-Pharmacist Relationship,Health Psychology: Definition and the Concept of Social Support,Patient- and Family-Centered Pharmaceutical Care and Counseling,Medication Management with the Holistic Approach.				
<b>Course Learning Outcomes</b>			<b>Teaching Methods</b>	<b>Assessment Methods</b>	
1. Discusses the psychological processes of senses, perception, and attention.			16, 19, 9	C	
1.1. Explains the influence of senses and perception on language development.			16, 19, 9	C	
1.2. Describes the role of perception on one's unconscious processes.			16, 19, 9	C	
1.3. Explains the function of intelligence tests to define attention deficiency.			16, 19, 9	C	
2. Recites people's psychosexual, psychosocial, and cognitive developments.			16, 19, 9	C	
2.1. Explains how personality is formed and how personal characteristics can be measured.			16, 19, 9	C	
2.2. States how attitudes and prejudices affect the relationship between the patient and the pharmacist.			16, 19, 9	C	
2.3. Defines whether the attitudes of the patient and the patient's relatives are normal or abnormal via the relationship between the patient and the pharmacist.			16, 19, 9	C	
3. Interprets the effectiveness of the relationship between the patient and the pharmacist in the treatment process.			16, 19, 9	C	
3.1. Takes into consideration the personal characteristics and the psychological states of the patient and the patient's relatives.			16, 19, 9	C	
3.2. Observes the correct communication ways between the patient and the pharmacist.			16, 19, 9	C	
3.3. Interprets the importance of working in a multidisciplinary way which involves the patient, patient's relatives, and doctors in the holistic treatment process.			16, 19, 9	C	
3.4. Define the importance of psychological factors in the relationship among the pharmacist, patient, and patient's relatives.			16, 19, 9	C	
<b>Teaching Methods</b>	16: Question - Answer Technique, 19: Brainstorming Technique, 9: Lecture Method				
<b>Assessment Methods</b>	C: Multiple-Choice Exam				
<b>Lecture Schedule</b>					
<b>Sequenc e</b>	<b>Topics</b>	<b>Preliminary Preparation</b>			
1	Introduction to Course	1			
2	Senses, Perception, and Attention	1			
3	Language Development and Communication Theories	1			
4	Instincts and Motives & Communication	1			
5	Concept of Intelligence and Intelligence Tests	1			
6	Life-long Developmental Theories I (Freud, Erikson, Piaget)	1			
7	Life-long Developmental Theories II (Vygotsky, Kohlberg)	1			
8	Theories of Personality and Personality Tests	1			
9	Attitudes, Prejudices, and Social Impacts on Human Behavior in terms of Patient-Pharmacist relationship	1			
10	Concepts of Normal and Abnormal and Psychopathologies	1			
11	Defence Mechanisms & Their Reflections in Patient-Pharmacist Relationship	1			
12	Health Psychology: Definition and the Concept of Social Support	1			
13	Patient- and Family-Centered Pharmaceutical Care and Counseling	1			
14	Medication Management with the Holistic Approach	1			
<b>Evaluation Methods</b>		<b>Weight(%)</b>			
Midterm Exam		40			
General Exam		60			

<b>Resources</b>
1. The course note will be given to the students.