

Communication Skills for Pharmacists 2021/22

Lecturer: M. A. Dagmar El-Hmoudová, Ph.D.

Credits conditions:

1. Full attendance in lectures and seminars: absence allowed in case of urgent excuse.
2. Active performance of assigned tasks.

Examination conditions:

Oral PPT presentation prepared on the assigned topic, see the topics of lectures and seminars.

PPT evaluation: maximum 30 points, passing level 19 points;
30-27=A; 26-23=B; 22-19=C

Credits and marks are granted upon completion of the above stated credit and exam conditions.

Lectures	
DATE	TOPIC
1. 20. 10. 2021	Relations and the position of the individual in society, socialisation. Social roles and rules of social behaviour.
2. 20. 10. 2021	Motivation, social attitudes and needs. Aspects of social contact.
3. 3. 11. 2021	Social perception. Interpersonal relations and interactions.
4.	

3. 11. 2021	Verbal communication. Non-verbal communication.
5. 10. 11. 2021	Specifics of communication in pharmacy practice. Solution of interpersonal conflicts.
6. 10. 11. 2021	Group dynamics. Human sources management, leadership.
7. 24. 11. 2021	Some of social-pathology features (e.g. drugs abuse, criminality).

Seminars

DATE	TOPIC
1. 24. 11. 2021	Socio-psychological aspects of the pharmacist. The influence of verbal and nonverbal communication in the patient - pharmacist relationship.
2. 1. 12. 2021	Basics of communication with the client in the pharmacy. How to respond to problematic client behaviour. Practical demonstrations and exercises.
3. 1. 12. 2021	Specifics of communication with national minorities. Barriers in communication with foreigners. Practical demonstrations and exercises.
4.	

8. 12. 2021	Dispensary interview - a synthesis of the pharmacist's communication skills during a dispensary interview with a patient from the perspective of a practicing pharmacist. Communication funnel - practical implementation from the perspective of a practicing pharmacist.
5. 8. 12. 2021	General principles of communication, counselling interview with a client in a pharmacy.
6. 15. 12. 2021	Specific problems of communication in pharmacy, communication with the disabled.
22. 12. 2021	PPT presentations, summary and final evaluation