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**CONSPECTUS FOR EXAM ON “COMMUNICATION SKILLS”
SECOND YEAR STUDENTS, SPECIALTY “MEDICINE”
academic 2015/2016 year**

1. The essence of the communication-basic components, mechanisms and methods of communication.
2. The importance of good communication in General practice.
3. Basic communication skills and their means in General practice.
4. The means of empathy and why we must use in General practice.
5. The ways of communicating effectively with patients who are withdrawn and appear difficult to engage in conversation.
6. The communication with anxious patients.
7. The communication with angry and aggressive patients.
8. The communication with patients having hearing and\or speech problems.
9. The Burnout syndrome-the essence, reasons and symptoms.
10. Teamwork in medicine-definition, importance, advantages and disadvantages.
11. Team roles – the essence, meaning and kinds.
12. Teamwork – leadership styles.
13. Phases of the development of the team.
14. Conflict- the essence, meaning end causes.
15. Styles for resolving the conflicts.
16. Assertiveness – the definition, meaning and techniques.
17. Conflict’s mediation - the essence and meaning.

HEAD OF THE DEPARTMENT:

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