

<b>ERPB-BPS2648 Client-Practitioner Relationship and Communication</b>				
Instructor in charge of the subject: <b>Prof. Márta Csabai</b>	Number of classes per semester <sup>1</sup> : <b>30 (lectures / <u>seminars</u>)</b>	Number of credits: <b>3</b>	Prerequisites:	
Instructors: Prof. Márta Csabai	Course status: <b>compulsory / compulsory elective / elective</b>	Semester: <b><u>autumn</u> / spring</b>	language: <b>English</b>	type of grade:
			semester: <b>I</b>	method of evaluation: Essay (case vignette evaluation) submitted by end of course
<b><i>Aims and objectives of the course:</i></b>				
<p>The aim of the course is to give an overview and to discuss in class the most typical challenges of professional-client relationship and communication, with a special emphasis on intercultural encounters. Participants of the course can get self-experience through training exercises which can be used to develop their competences both in analysis of situations and the development of their practical skills. Students can learn about the typical relationship and communication problems by analyzing video recordings of practitioner-client interactions, by discussing and dramatizing case vignettes, and also within the framework of their own experiences. The exercises combine elements of small group teamwork, drama pedagogy, encounter groups and general communication situational exercises. An important objective of the course is to introduce the students communication situations in which they can later participate in cooperation with other healthcare professionals.</p>				
<b><i>Short summary of topics covered, skills and competences to be developed and acquired:</i></b>				
<p>Typical relational and communication problems in professional encounters  The importance of building trust, empathy, and client centeredness  Analysis of client-practitioner videos  Discussion of case vignettes  Dramatic elaboration of client-practitioner situations, micro-teaching  Basic principles of teamwork, drama pedagogy, encounter groups  Applied communication situation exercises.  Intercultural communication and competence-development  Communication challenges in healthcare - the role of the psychologist as counselor.</p>				
<b><i>Course requirements during the term:</i></b>				
<ul style="list-style-type: none"> <li>o – Active participation in discussions and exercises in classes</li> <li>o – Demonstration of knowledge of concepts, and critical and analytical thinking</li> <li>o – Analysis of a case vignette – to be submitted in written form by the end of the semester</li> </ul>				
<b><i>Available materials to facilitate the acquisition of knowledge contents, skills, and competences</i></b>				
- <b><i>Required reading:</i></b> Course handouts				

<sup>1</sup> 1 class = 45 minutes

**Recommended reading:**

- Márta Csabai, Orsolya Papp-Zipernovszky and Viola Sallay (Eds): *Clinical Health Psychology in Practice. Theory and Case Presentations*. University of Szeged Press, 2022. Available at: <https://acta.bibl.u-szeged.hu/76747/>
- Lawrence Hedges: *Relational Listening: A Handbook*. Available at: <https://www.freepsychotherapybooks.org/ebook/relational-listening-a-handbook/>
- - Health, Culture and Doctor-Patient Relationship, Empathy in Healthcare, Intercultural Competence and Sensitivity in Healthcare, Empathy in Healthcare, What Happens when Cultures Meet? – Doctor-Patient Encounters in Context – MODULES from the e-learning program at <http://mups-music-learn.eu/>
- - Vermeir P. et al.: Communication in healthcare: a narrative review of the literature and practical recommendations. *Int J Clin Pract.* 2015 Nov;69(11):1257-67. doi: 10.1111/ijcp.12686. Epub 2015 Jul 6. PMID: 26147310; PMCID: PMC4758389.
- - Yu, C.C., et al. The development of empathy in the healthcare setting: a qualitative approach. *BMC Med Educ* **22**, 245 (2022). <https://doi.org/10.1186/s12909-022-03312-y>

**The course aims to develop the following competences listed in the official programme and outcome requirements:**

**a) knowledge**

- the Student is familiar with the introductory theories of professional client interactions, and the main areas of communication and interpersonal relationships
- is familiar with the most important terminology and phenomena of communication in healthcare (empathy, trust, adherence, intercultural aspects)
- has an overview of the standard procedures of how to understand texts and cultural phenomena, the standard professional contexts of interpretation.

**b) capability**

- is able to interpret psychological / relational /communication phenomena psychology.
- is able to identify cause and effect, think logically and prepare overall analyses
- is able to perceive human behavior in a differentiated way and recognise situations effectively.

**c) attitude**

- is able to cooperate, carry out tasks in a group.
- demonstrates sensitivity and interest in psychological phenomena and problems.
- is able to communicate effectively and has good problem-solving skills.
- behaves in an ethical and human way in human relationships.
- shows empathy, tolerance, flexibility and creativity when applying his/her knowledge.

**d) autonomy and responsibility**

- is able to cooperate with others within and outside his/her profession.
- is able to self-study and has an intrinsic motivation for continuous personality development.
- has the ability to take the initiative, to make decisions as an individual and in a group.