

## Course Description Form

<b>1. Course Name</b>					
Communication Skills					
<b>2. Course Code</b>					
Phclp18_426--					
<b>3. Semester / Year</b>					
2 <sup>nd</sup> Semester/ 4 <sup>th</sup> year					
<b>4. Description Preparation Date</b>					
1/9/2023					
<b>5. Available Attendance Forms:</b>					
Students' signature on attendance sheet					
<b>6. Number of Credit Hours (Total) / Number of Units (Total):</b>					
2hr./week / 2 units					
<b>7. Course administrator's name</b>					
Name: Lec. Raghad Othman Ahmed Email: <a href="mailto:raghad_aldabbagh@uomosul.edu.iq">raghad_aldabbagh@uomosul.edu.iq</a> Name: Lec. Heba Muwafaq Attash Email: <a href="mailto:heba.attash@uomosul.edu.iq">heba.attash@uomosul.edu.iq</a>					
<b>8. Course Objectives</b>					
Enable the student to obtain the principles communication skills for pharmacists					
<b>9. Teaching and Learning Strategies</b>					
<b>Strategy</b>		Lecturing Homework Quiz			
<b>10. Course Structure</b>					
Week	Hours	Required Learning Outcomes	Unit or subject name	Learning method	Evaluation method
1	2	Being an effective communicator, and good interactions with others	Patient-Centered Communication Pharmacy Practice	Theoretical lectu	Paper-based exams
2	2	Understanding the Components of the Interpersonal Communication Model	Principles and Elements of Interpersonal Communication	Theoretical lectu	Paper-based exams
3	2	Understanding the power of non-verbal communication	Nonverbal type communication	Theoretical lectu	Paper-based exams

4	2	Understanding Environmental Barriers	Barriers to communication	Theoretical lectures	Paper-based exams
5	2	Learning the skills that are useful for effective listening	Listening and empathetic responding communication	Theoretical lectures	Paper-based exams
6	2	Understanding importance of assertiveness	Assertiveness	Theoretical lectures	Paper-based exams
7	2	Learning Communication skills are important for effective interviewing	Interviewing assessment	Theoretical lectures	Paper-based exams
8	2	Learning techniques to Improve Patient understanding	Helping patients manage therapy regimens	Theoretical lectures.	Paper-based exams
9	2	Understanding importance of counselling	Patient counselling check point-by-point discussion counseling scenario	Theoretical lectures.	Paper-based exams
10	2	Learning medication error and how to avoid it	Medication safety communication skills	Theoretical lectures.	Paper-based exams
11	2	Learning general Principles Communicating With patients with specific needs	Strategies to meet specific needs	Theoretical lectures.	Paper-based exams
12	2	Learning how to deal with children and the elderly	Communicating with children and elderly about medications	Theoretical lectures.	Paper-based exams
13	2	Understanding importance of inter-professional collaboration	Communication skills inter-professional collaboration	Theoretical lectures	Paper-based exams
14	2	Learning the Role of Electronic communication in healthcare	Electronic communication in healthcare	Theoretical lectures	Paper-based exams
15	2	Understanding importance of ethical behavior	Ethical behavior when communicating with patients	Theoretical lectures	Paper-based exams

		when communicating with patients			
<b>11. Course Evaluation</b>					
<ul style="list-style-type: none"> <li>• 30 M Theoretical assessment; (paper-based mid-term exam + quiz + attendance)</li> <li>• 70 M paper-based theoretical final exam</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• 100 M total</li> </ul>					
<b>12. Learning and Teaching Resources</b>					
Required textbooks (curricular books, if any)		Robert S. B., Carole L. K., William N. Communication Skills in Pharmacy Practice, 5th edition, 2007, Lippincott Williams & Wilkins			
Main references (sources)					
Recommended books and references (scientific journals, reports...)		Bruce A. B., Communication Skills Pharmacists; American Pharmacists Association; 2nd edition, 2005			
Electronic References, Websites		<a href="https://youtu.be/EHNSBo3SsmY">https://youtu.be/EHNSBo3SsmY</a>  <a href="https://youtu.be/KWVqM9jmEM">https://youtu.be/KWVqM9jmEM</a>			