

Course Description Form

1. Course Name					
Communication Skills					
2. Course Code					
Phclp25 426					
3. Semester / Year					
2 nd Semester/ 4 th year 2024-2025					
4. Description Preparation Date					
1/9/2025					
5. Available Attendance Forms:					
Students' signature on attendance sheet					
6. Number of Credit Hours (Total) / Number of Units (Total):					
2hr./week / 2 units					
7. Course administrator's name					
Name: Lec. Suhair moayid rasheed Email: rasheedph@uomosul.edu.iq Name: Lec. Islam tarik qasim Email: islam.tarik@uomosul.edu.iq					
8. Course Objectives					
Enable the student to obtain the principles of communication skills for pharmacists					
9. Teaching and Learning Strategies					
Lecturing Homework Quiz					
10. Course Structure					
Week	Hours	Required Learning Outcomes	Unit or subject name	Learning method	Evaluation method
1	2	A1: Explain the principles of patient-centered communication and their role in improving therapeutic outcomes and patient satisfaction.	Patient-Centered Communication Pharmacy Practice	Theoretical lectures.	Paper-based exams
2	2	A1: Describe the core elements of interpersonal communication and their application in pharmacy practice.	Principles Elements Interpersonal Communication	Theoretical lectures.	Paper-based exams
3	2	A2: Identify nonverbal communication cues and interpret their impact on patient understanding and professional interactions.	Nonverbal type communication	Theoretical lectures.	Paper-based exams
4	2	B1: Analyze common barriers to effective communication in	Barriers communication	Theoretical lectures.	Paper-based exams

		healthcare and propose strategies to overcome them.			
5	2	B2: Demonstrate active listening and empathic responding techniques to enhance patient trust and engagement.	Listening and empathic responding during communication	Theoretical lectures.	Paper-based exams
6	2	B2: Compare assertive, passive, and aggressive communication styles and apply assertive techniques in professional pharmacy settings.	Assertiveness	Theoretical lectures.	Paper-based exams
7	2	C1: Conduct structured patient interviews to collect accurate clinical and medication-related information.	Interviewing assessment	Theoretical lectures.	Paper-based exams
8	2	C2: Apply communication strategies to support patients in understanding and adhering to therapeutic regimens.	Helping patients manage therapeutic regimens	Theoretical lectures.	Paper-based exams
9	2	C3: Perform effective patient counseling using a structured checklist and scenario-based communication techniques.	Patient counseling check point-by-point discussion; counseling scenario	Theoretical lectures.	Paper-based exams
10	2	B3: Evaluate the role of effective communication in preventing medication errors and enhancing patient safety.	Medication safety communication skills	Theoretical lectures.	Paper-based exams
11	2	B2: Adapt communication approaches to address patients' cultural, emotional, literacy, and health-related needs.	Strategies to meet specific needs	Theoretical lectures.	Paper-based exams
12	2	C2: Apply age-appropriate communication strategies when counseling pediatric and geriatric patients about medications.	Communicating with children and elderly about medications	Theoretical lectures.	Paper-based exams

13	2	B3: Evaluate communication practices within healthcare teams to enhance collaboration and continuity of care.	Communication skills and inter-professional collaboration	Theoretical lectures.	Paper-based exams
14	2	A2: Identify appropriate uses of electronic communication tools in healthcare while ensuring confidentiality and professionalism.	Electronic communication healthcare	Theoretical lectures.	Paper-based exams
15	2	A3: Explain ethical principles governing communication with patients, including confidentiality, informed consent, and respect.	Ethical behavior with communicating with patients	Theoretical lectures.	Paper-based exams

11. Course Evaluation

- 30 M Theoretical assessment; (paper-based mid-term exam + quiz + attendance)
 - 70 M paper-based theoretical final exam
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- 100 M total

12. Learning and Teaching Resources

Required textbooks (curricular books, if any)	Robert S. B., Carole L. K., William T., 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 for Pharmacists; American Pharmacists Association; 2nd edition, 2005
Electronic References, Websites	https://youtu.be/EHNSBo3SsmY https://youtu.be/KWVogM9jmEM