

29305 - Psychology and communication skills

Syllabus Information

Academic year: 2023/24

Subject: 29305 - Psychology and communication skills

Faculty / School: 229 - Facultad de Ciencias de la Salud y del Deporte

Degree: 442 - Degree in Odontology

ECTS: 6.0

Year: 1

Semester: First semester

Subject type: Basic Education

Module:

1. General information

This subject is configured as a theoretical-practical training with the aim of getting students to acquire a theoretical-methodological and applied perspective on this discipline and its implication in the dental field. To this end, two areas are addressed. On the one hand, the teaching of psychological characteristics, including various mental illnesses, which can affect people's habits and behaviour. On the other hand, the acquisition by the student of correct communication skills that will allow them to interact adequately with patients and co-workers in the future.

These approaches and objectives are aligned with the following Sustainable Development Goals (SDGs) of the United Nations Agenda 2030 (<https://www.un.org/sustainabledevelopment/es/>), such that the acquisition of the learning results of the subject provides training and knowledge, skills and competencies to contribute to some extent to the achievement of Objectives 3.2, 3.3, 3.4 and 3.5 of Goal 3, 4.7 of Goal 4, 5.2 and 5.5 of Goal 5, 8.8 of Goal 8, 10.2 of Goal 10 and 16.1 and 16.2 of Goal 16.

2. Learning results

1. To understand the psychological bases of human behaviour, attitudes and relationships.
2. To apply descriptive psychopathology in oral health care.
3. To identify and manage specific anxiety disorders (fear and phobia).
4. To interpret the relationship between a healthy lifestyle and oral health and evaluate risk factors and preventive oral health measures.
5. To identify coping modes and reactions to illness.
6. To know the management of patients with disabilities (dementia, intellectual disability, psychosis) in the dental office.
7. To acquire verbal and non-verbal communication techniques in the dental practice with patients, the work team and in non-clinical contexts.
8. To reflect on emotional intelligence, developing strategies for self-analysis and stress management in professional practice.
9. To establish procedures for continuous improvement in patient care.
10. To facilitate oral and dental prevention from a biopsychosocial and developmental psychology perspective.
11. To identify and refer cases of suspected physical abuse.
12. To acquire the ability to work as part of a team.
13. To acquire the ability to conduct the clinical interview assessing motivation and adherence to treatment and to obtain a general psychological approach to the therapeutic relationship.
14. To know the basic aspects of the National Health System, legislation, clinical management and adequate use of the health resources, understanding the role of Dentistry in Primary Health Care.

3. Syllabus

First part (Dept. of Medicine, Psychiatry and Dermatology):

Theoretical program:

1. Psychology and Dentistry
2. General structure of the psyche.
3. Sensoperception, thought and language.
4. Memory and learning.
5. Affectivity and its psychopathology.
6. Instincts and their psychopathology.
7. Consciousness, attention and sleep.

8. Dental pain.
9. Developmental psychology: Childhood and adolescence.
10. Social psychology.
11. Communication and professional relationship.
12. Psychological reactions to the disease.
- 13- Stress and oral-dental disease.
- 14- General psychological approach.

Practical program:

1. Principles of research.
2. Relaxation techniques and emotional self-control.
3. Basic instruments for cognitive screening and functional assessment.
4. Basic anxiety and depression scales.
5. Basic instruments for personality and intellectual capacity assessment.
6. Assessment of oral and facial pain.
7. Systematic desensitization in dental phobia.
8. Behavioural program for the treatment of bruxism.

Second part (Dept. of Psychology and Sociology):

Theoretical and practical classes will alternate according to the following topics:

1. Introduction to Psychology as a Science.
2. Emotional intelligence and self-management.
3. Effective communication in the dental practice.
4. Fears, phobias and anxiety in consultation.
5. Learning as a key factor in learned fear.
6. Attitude formation.
7. Social identity, roles and schemes.
8. Cognitive attributions.
9. Theories of motivation applied to clinical practice.
10. Personality theories.
11. Developmental psychology: from childhood to senescence.
12. The clinical interview.
- 13- Diagnosis of abuse and action protocols.
- 14- Social and health care networks and relationship with other professionals.

4. Academic activities

First part (Dept. of Medicine, Psychiatry and Dermatology):

Explanatory sessions: the subject syllabus will be explained using the blackboard and/or audiovisual material: 12 hours.

Clinical case studies: Group seminars for problem solving and case studies: 7 hours.

Autonomous work: non-face-to-face work, including bibliographic information search, preparation of papers, analysis of practical cases: 30 hours.

Evaluation test: Exam with 1 topic to develop, 5 short questions and 1 clinical case to comment: 1.5 hours.

Second part (Dept. of Psychology and Sociology):

Explanatory sessions: the subject syllabus will be explained using the blackboard and/or audiovisual material: 20 hours.

Classroom activities: problem solving, case studies, questionnaires, role-playing, guided debates, group dynamics ...: 20 hours.

Autonomous work: non face-to-face work, including information search, preparation of assignments, case studies or proposed exercises: 60 hours

Evaluation test: Multiple-choice test and short questions: 2 hours.

5. Assessment system

The total grade for the subject is the arithmetic mean of the grade obtained in the first part of the subject (Dept. of Medicine, Psychiatry and Dermatology) and the second part (Dept. of Psychology and Sociology). To pass the subject the student must pass each of the parts . Midterm grades are only valid during the current academic year.

Evaluation first part:

There will be a midterm, voluntary and eliminatory exam, normally in November, which will include the theoretical topics , the practical contents and a clinical case. Students may, however, take the official exam for the entire subject in January.

Examination and evaluation criteria:

<ul style="list-style-type: none">• Theory (45 minutes)	4.0
<ul style="list-style-type: none">◦ A long topic (15 minutes): 2.0◦ Short questions (15 minutes): 2.0	
<ul style="list-style-type: none">• Clinical case (45 minutes):	4.0
<ul style="list-style-type: none">◦ Practical classes: 1.0◦ Seminars, workshops, tutored work: 1.0Total: 10	

Comments: Long topic graded with "zero": Not passed A short question graded "zero": Downgrade by one category (e.g., from a B to a C). "Nonsense" (serious errors) always lower the grade and, in extreme cases, can mean a "not passed" grade.

Second part evaluation:

Continuous evaluation:

1. Individual written test **6 points out of 10:**

- Multiple-choice test, where errors are subtracted. Test grade = right answers - (errors/(n-1)). **Maximum 4 points.**
- Free-response questions. **Maximum 2 points.**

2. Teamwork **2 points out of 10.** Indicators:

- 1. Methodological development:
 - Member Contribution.
 - Consultation of documentary sources.
- 2. Content of the work:
 - Application of the contents of the subject to the work.
 - Structure, wording and clarity.
 - Contribution to dental practice.
- 3. Presentation of the work:
 - Preparation of the presentation.
 - Communication skills.
 - Use of supports.

Note: plagiarism will result in a **0** in this part of the evaluation.

3. Individual work, attendance, participation and attitude of students. **2 points out of 10**