



**UCAM**  
UNIVERSIDAD  
CATÓLICA DE MURCIA

# Course Guide 2018/2019

## Psychology and Communication

*Psicología y Comunicación*

Bachelor in Dentistry

Mode: On Campus

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## Psychology and Communication

Module: **Introduction to Dentistry.**

Subject: **Psychology and Communication.**

Level: **Basic.**

No. of Credits: **6 ECTS.**

Academic Session: **1<sup>st</sup> Course – 1<sup>st</sup> Semester.**

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## Brief Description

Psychology is the science that studies human conduct or behavior from the functioning of the mind. Therefore, Psychology explores concepts such as perception, attention and motivation, the functioning of the brain, intelligence, personality, personal relationships, consciousness, and unconsciousness. Knowledge of psychology facilitates the work of health professionals. Therefore, it is important that those studying Dentistry acquire communicative skills from a psychological perspective.

## Prerequisites

None.

## Objectives

1. To acquire knowledge related to human conduct and behavior.
2. To learn aspects of communication, both verbal and non-verbal, involved in the doctor-patient relationship.
3. To know different control strategies in different situations arising between the professional and the patient.

## Competencies and Learning Outcomes

Basic competencies

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**MECES1:** Students have demonstrated that they possess and understand the knowledge in an area of study that starts from the basis of general secondary education, and is usually found at a level that, although supported by advanced textbooks, also includes some aspects that imply knowledge coming from the forefront of their field of study.

**MECES2:** Students know how to apply their knowledge to their work or vocation in a professional manner and they possess the skills that are usually demonstrated through the elaboration and defense of arguments and through problem-solving within their area of study.

**MECES3:** Students have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include a reflection on relevant issues of a social, scientific, or ethical nature.

**MECES4:** Students can transmit information, ideas, problems, and solutions to a specialized and non-specialized public.

**MECES5:** Students have developed the learning skills necessary to undertake later studies with a high degree of autonomy.

### General competencies

**G03:** To know how to identify a patient's concerns and expectations, as well as to communicate effectively and clearly, both in oral and written form, with patients, family members, the media, and other professionals.

**G04:** To understand and recognize the social and psychological aspects relevant to the treatment of patients.

**G05:** To know how to apply the principles of controlling anxiety and stress on oneself, on patients, and on other members of the dental team.

**G06:** To understand the importance of developing a professional practice while regarding the patient's autonomy, their beliefs, and culture.

**G08:** To know how to share information with other health professionals and to work as a team.

**G10:** To know and identify the psychological and physical problems arising from gender violence to train students in the prevention, early detection, assistance, and rehabilitation of victims of this form of violence.

**G20:** To obtain and prepare a clinical history that contains all the relevant information.

**G29:** To recognize the determinants of oral health in the population, including factors such as genetic, lifestyle, demographic, environmental, social, economic, psychological, and cultural.

### Interdisciplinary competencies

**CT6:** To be able to apply knowledge that is acquired to the practice.

### Specific competencies

**IO07:** To identify the main reason for consultation and the history of the current disease. To prepare a general clinical history of a patient and a clinical record that faithfully reflects the patient's records.

**IO08:** To know the behavioral and communicative sciences facilitating dental practice.

**IO16:** To know the effects of tobacco on oral health and to participate in measures that help patients who want to stop smoking. Also, to know the complex interactions between environmental, social, and behavioral factors with oral and general health.

## Methodology

Methodology	Hours	Hours of Classroom Work	Hours of Non-Classroom Work
Classroom based Classes	30	60 hours (40 %)	
Academic Tutorials	6		
Practicums	15		
Seminars	6		
Classroom Evaluations	3		
Personal Study	63	90 hours (60 %)	
On-line Tutorials	9		
Resolution of Exercises and Practical Cases	9		
Project Completion and Oral Presentations	9		
<b>TOTAL</b>	<b>150</b>	<b>60</b>	<b>90</b>

## Syllabus

### Theoretical instructional program

- Topic 0. Introduction to Psychology: research, methodology, and techniques used.
- Topic 1. Communication and the doctor-patient relationship.
- Topic 2. Social and psychological aspects of health practice.
- Topic 3. Beliefs and behaviors of illness.
- Topic 4. Emotions, stress, and anxiety.
- Topic 5. Stress syndromes: Stress and pathology. The burnt-out professional.
- Topic 6. Pain. Psychological aspects.
- Topic 7. Dynamic, cognitive, and biological aspects of behavior and its disorders.
- Topic 8. Human groups. The group of employment relationship.
- Topic 9. Psychological aspects of gender violence.
- Topic 10. Addictive behaviors: symptoms and treatment.

Topic 11. Changes in intake: detection and disorders.

### Practical instructional program

Practicum 1. Communicative skills I.  
Practicum 2. Communicative skills II.  
Practicum 3. Breathing and relaxation.  
Practicum 4. The interview.

Seminar 1. Project completion and defense I.  
Seminar 2. Project completion and defense II.  
Seminar 3. Analysis and evaluation of practicums.

## Relationship to Other Courses of the Study Plan

The competencies acquired in this subject will be of practical use for the professional. Therefore, these competencies are considered to be transversally related to the other subjects that are part of the study plan.

## Grading System

For the February/September Sessions:

- 1. Theoretical exams (70%):** Exams (or evaluative tests) will be carried out with theoretical-practical questions and resolution of assumptions that include the contents of the material studied.
- 2. Practical exams (20%):** The practicums and/or seminars will be evaluated through different grading systems (practical exercises, completion and exhibition of projects, clinical cases, etc....) that include the practical content worked on.
- 3. Academic tutorials (10%):** The student's participation will be evaluated through different means such as forums, chats, videoconferences, self-evaluations, activities proposed by the professor, and/or debates.

The student shall pass the subject when the weighted average is equal to or greater than 5 points and all the parts that make up the grading system have been passed, with an overall weight equal to or greater than 20%.

If the student has less than 5 in any of the parts with a weight equal to or greater than 20%, the subject will be suspended, and the student must retake the part(s) in the next session within the

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same academic year. The suspended part(s) in official sessions (February/June) will be saved for successive sessions that are held in the same academic year.

In the event that the subject is not passed in the September session, the passed parts will not count for successive academic years.

The grading system (RD 1.125/2003. of September 5) shall be the following:

0-4.9 Suspended (SS)

5.0-6.9 Passed (AP)

7.0-8.9 Excellent (NT)

9.0-10 Outstanding (SB)

Honorable mention may be granted to students who have earned a grade equal to or greater than 9.0. This number may not exceed 5% of the total number of students enrolled in a subject in the corresponding academic year, unless the number of students enrolled is less than 20, in which case only a single honorable mention may be granted.

## Bibliography and Reference Sources

### Basic Bibliography

- Gómez Sánchez R, Gómez Díaz M, Gómez Sánchez R. (2012). Manual de atención psicosocial. [*Psychosocial Care Manual*.] Barcelona: Instituto Monsa de Ediciones.
- Morrison V, Bennett P. (2008). Psicología de la Salud. [*The Psychology of Health*.] Madrid: Pearson Educación, S.A.

### Additional Bibliography

- Besada Fernández R. (2007). Técnicas de apoyo psicológico y social al paciente y familiares. [*Psychological and Social Support Techniques for the Patient and Family Members*.] Vigo: Ideas Propias.
- Buceta JM, Bueno A. (1996). Tratamiento psicológico de hábitos y enfermedades. [*Psychological Treatment for Habits and Illnesses*.] Madrid: Pirámide.
- Gil-Monte P, Moreno Jiménez R. (2007). El síndrome de quemarse por el trabajo. [*Burn-Out Syndrome at Work*.] Madrid: Pirámide.
- Madrid Soriano J. (2005). Los procesos de la relación de ayuda. [*The Processes in the Care Relationship*.] Bilbao: Desclée De Brouwer.
- Martín J. (2007). Programas asistenciales para drogodependientes. [*Health care programs for drug-addicts*.] Madrid: UNAD.
- Riquelme Marín A. (2010). Manual de Psicogerontología. [*The Psychogerontology Manual*.] Madrid: Ediciones Académicas.

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- Robles Ortega H, Peralta Ramírez MI. (2011). Programa para el control del estrés. [*Stress-Management Program.*] Madrid: Pirámide.
- Tazón Ansola P, García Campayo J, Aseguinolaza Chopitea, L. (2000). Relación y comunicación. [*Relationships and Communication.*] Enfermería 21.

## Related Websites

Available on the Virtual Campus.

## Study Recommendations

It is important to attend class to be able to keep up with the subject and the daily study. The course work is structured through a set of training activities of different types, among which there will be lectures, practical seminar sessions in which students must do oral presentations, participate in discussion groups, group work, and tutorial sessions in which questions will be answered and students will be guided in the preparation of their projects to be presented in class and to be delivered at the end of the course.

## Teaching Materials

It is in the interest of the student to have the different specific documents of the subject to be able to consult them on different topics. Other texts to be worked on and the documentation provided throughout the class will be made visible through the Virtual Campus. In this manner, the student can access multiple documents in electronic format. These material and resources include the following:

Under the **Resources tab** of the Virtual Campus, you can find the following documents:

- Academic Guide of the Subject.
- Recommended Bibliography.
- Program of the Subject.
- Folder with Instructions for Project Completion:
  - Instructions for the Completion of Individual Projects.
  - Instructions for the Completion of Group Projects.
- Folder with Support Materials.
  - Subfolder with the slides the professor will use in each of the topics.
  - Subfolder with supporting documents for each topic.



Also, under the **Announcement tab**, news and important dates will be published, as well as students' grades. Under the **Assignments tab**, the student will be offered different activities, such as; Completion of summaries and individual reflections.

## Tutorials

### Brief Description

In academic tutorials, the focus will be to work on Decree No. 359/2009, of October 30<sup>th</sup>, which establishes and regulates the educational response to the diversity of students in the Autonomous Community of the Region of Murcia.

The activities that are carried out in the Academic Tutorials on this subject are:

- Personal orientation on the contents of the subject and the grading systems.
- Consolidation of knowledge, abilities, skills and attitudes of group work, and oral and written communication.
- Planning and promoting student learning through the provision of bibliographic and documentary sources.
- Advice on how to approach the activities of the practical seminars.

The University also has a Special Body of Tutors that conducts personal tutoring with students enrolled in the degree. The personal tutor accompanies the students throughout the university phase. You can check the following link:

<http://www.ucam.edu/servicios/tutorias/preguntas-frecuentes/que-es-tutoria>