

## **Examination questions / sub-questions for students of the Bachelor of Pharmacy program in Communication Skills**

1. Importance of communication skills in pharmaceutical activity.
2. Competence and its importance in the process of communication
  - Persuasive communication.
3. The process of communication
  - Interprofessional and interpersonal communicative skills.
4. Components of communication, communication channels.
5. The process of communication and the factors affecting it:
  - Culture and Communication;
  - Gender and communication;
  - Age and Communication;
  - communication with persons with disabilities;
6. Verbal communication and its importance in building patient trust.
  - factors interfering with verbal communication;
  - means of increasing the effectiveness of verbal communication;
7. Non-verbal communication and its importance in building the patient's trust.
  - Factors affecting non-verbal communication: tone of voice, pace of speech,
  - Gestures, body, expression, eye contact, appearance, touch and distance maintained in interaction.
8. Communication barriers during pharmaceutical care.
9. Patient instruction technique.
10. Characteristics of effective communication.
11. Barriers in communication and their management.
12. Use of algorithms when communicating with patients.
13. Cultural differences;
14. Stereotypes;
15. Psychotypes of the patient;
16. Barriers of subjective perception (caused by tension or speed of the patient misunderstandings).
17. Communication models. Consideration of the patient's condition.
18. Establishing patient-centered communication.
19. Management of complicated communication, management of conflict situations.
20. Basic principles of conflict management;
21. Conflict resolution strategies;
22. Means of avoiding destructive conflict;
23. Effective communication skills as important to clinical practice component.