

**INFORMATIONAL REFERENCE FOR STUDENTS
OF THE DISCIPLINE
“TRAINING OF COMMUNICATION”**

Year: **IV**

Faculty: pharmaceutical

Editor:

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Subject actuality.

Public life and activity of people anticipate regulation of their interactivity. One of the methods of such regulation is communication. That is why it is one of the central events in the system of psychological sciences.

Study objectives.

- **to familiarize with** *the general concept of communication in psychology, to have the idea of physiological basis of speech activity, social and psychological training;*
- **to know** *definition of notion of communication, language and speech and correlation between these notions, structure of communication, its meaning in professional doctor activity, types of conflict in communication;*
- **to be able to:** *explain main functions of communication, language and speech, illustrate types of communication and speech activity, analyze reasons of conflict, interpret styles of behavior in conflict situations, compare oral and written speech, dialogue and monologue, formulate main communicative skills, describe your properties of speech activity.*

Educational objectives:

Development of psychological and communicative competence of future professional doctor.

Plan of a seminar topics:

1. Communication, its objective and main functions.
2. Types of communication, its characteristics.
3. Language as a system of verbal signs.
4. Speech is a specific usage of a language. Its functions and properties.
5. Types of speech activity.
6. Conflict in communication. Its reasons and types.
7. Analysis of behavior styles in conflict situations.
8. Social psychological training.

**Thematic plan of seminars
“Training of communication”**

	Topic	Amount of hours
1.	Category of Communication in psychology	3
2	Communication, its object and main functions.	3
3.	Structure of communication:	3
4.	Types of communication:	3
5.	Language as a system of verbal signs	3
6.	Speech is a specific usage of a language.	3
7.	Functions of speech	3
8.	Properties of speech	3
9.	Types of speech activity	3
10.	Verbal and nonverbal communication	3
11.	Conflict in communication Functional aspect of conflict	3
12	Reasons of conflicts	3
13	Classification of conflicts:	3
14	Styles of behavior in conflict situations:	3
15	Social and psychological training (SPT)	3
16	The general purpose of the training Goals of the training:	3
17	Principals of the training:	3
18	Communication training is a field of practical psychology	3
19	Communication in a professional activity	3
20	Communication culture in your country	3
	Total:	60

Thematic plan of self-study work

	Theme	Amount of hours
1	History of communication category development in psychology	10
2	Basic of communication phenomena and knowledge in the modern world.	10
3	Psychological theories of communication	10
4	Physiology mechanisms of a language and speech activity	10
5	Development of personality communication in the process of education and studies.	10
6	Culture of speech as psychological problem (dictionary supply, ways of capture of language, self-expression of personality, a culture in a language, education of communicative culture of a doctor).	10
	Total:	60

REFERENCE SOURCES FOR EDUCATIONAL PURPOSE

I. REFERENCE SOURCES OF CONTROL FOR THE PREPARATION PHASE OF THE LESSON

Answer the following questions:

1. What is communication?
2. What is communication caused by?
3. What does communication mean for psychological development of a man?
4. What does social essence of communication lie in?
5. What is the main purpose of communication?
6. Tell the communication functions and characterize them.
7. What does communicative function of communication men?
8. What do principles consist in the communication classification?
9. Characterize types of communication. Give examples.
10. What do culture of nonverbal communication manifest in?
11. What role does nonverbal communication have?
12. What is the communication structure?
13. What is conflict in communication?
14. Tell the reasons of conflicts in communication.
15. What styles of behavior in conflict situations do you know?
16. What does communication mean for the professional activity of a doctor?
17. What is the connection between language and speech? What are their main

functions?

18. What do the communication peculiarities as process consist in?

19. What is aphasia? Characterize its types.

20. Why do you think it is important to hold social and psychological trainings of communication?

Answer the following questions in pairs or small groups:

1. Does the information deal with marital relationships or social communication?
2. Who is more responsible for good communication within the family: men or women?
3. What does basic communication script provide?
4. How many ways for communicating are suggested?
5. What for is appointment necessary?
6. How does bibliotherapy operate?
7. What goal may be achieved by reading aloud?
8. What does the technique of active listening help demonstrate?
9. What do you feel if active listening is successful?
10. How is it better to begin asking questions?

With other students discuss these questions:

1. Why do people avoid touching each other while communicating?
2. Do men shake their hands when greeting?
3. How do women behave in this situation?

4. Do people observe a distance when in conversation?
5. What are the rules for eye contact?
6. Which is the common way to greet children?
7. How do we show respect for another person?
8. What postures are assumed in conversing?

Answer the following questions. Give your arguments.

1. What are the basic types of communication? There are, four of them, aren't there?
2. Is it possible or impossible to learn communication skills for a short period of time?
3. What training or education should you have in order to communicate properly?
4. What is meant by effective interaction?
5. How would you interact with your spouse (your neighbor, your boss, your coworker, your child)?
6. Is there direct or indirect connection between character and communication?
7. Must we trust completely the words we hear in a conversation with the other person?
8. Are you in favor of or against empathic listening?

II. REFERENCE SOURCES OF CONTROL FOR THE MAIN PHASE OF THE LESSON

Explain:

1. the difference between "role" and "status";
2. the cause of "role strain";

3. the reason of “role conflict”.

Explain, what we mean by:

- a) a golden age of conversation;
- b) free-flowing talk;
- c) equal footing in conversation;
- d) face-to-face communication;
- e) communication skills.

Express the meanings of the following phrases:

Effective communication; personality ethic; authentic understanding; empathic listening; to inspire openness and trust; Emotional Bank Accounts.

Choose the facts to prove that...

- Facial expressions are crucial to nonverbal communication.
- Nonverbal communication is greatly based on the culture we live in.

Find the facts to characterize the following ideas:

1. The women are freer about touching each other.
2. The rules for people in some social circles have broadened.
3. The distance between people in conversation can vary.
4. Non-verbal behaviour among people has some definite peculiarities.

Speak on the following topics:

- Nonverbal behaviour in your country.
- Ways to communicate.
- Oral and written speech.

Speak on:

- a) the factors promoting high quality of conversation;
- b) reasons for a generation gap;
- c) empathic communication;
- d) communication skills;
- e) outcomes of couples' misunderstanding;
- f) male non-verbal behaviour in the society;
- g) female non-verbal behaviour.

Discuss in the group

Choose one of the following topics to speak about:

1. Communication and activity.
2. Character and communication.
3. Verbal and nonverbal communication.

Discuss the problem below with the class:

- Communication in a professional doctor activity

Describe:

- a) Your properties of speech activity (use the following: pithiness, realization, expressiveness, efficacy, etc.);
- b) Your styles of behaviour in conflict situation.

III. REFERENCE SOURCES OF CONTROL FOR THE FINAL PHASE OF THE LESSON

Work in pairs. Test your partner:

1. How would you define nonverbal communication?
2. What is the other term for nonverbal communication?
3. What does smiling signify?
4. What emotions do facial expressions convey?
5. What are the means of conveying nonverbal communication?
6. Why do we say that nonverbal communication is culture-specific?
7. Is it easy or difficult to control nonverbal communication?
8. Give examples of nonverbal communication.

Practical tasks and psychological situations

Find the correct answers to the questions below:

1. Which of the following properties does not refer to the structure of communication?
 - a) communicative;
 - b) integrative;
 - c) perceptive;
 - d) cognitive.
2. Which of the following statements does not refer to communication?
 - a) communication of opinions;

- b) variety of human activity;
- c) specific social form of informational connectivity;
- d) process of interaction between people during which psychological contact is established which is characterized by communication of certain information;
- e) there is no correct answer;
- f) all answers are correct.

3. Communication function of language is:

- a) a form of communication of thoughts;
- b) a connection of words in sentence;
- c) a function of communication, communication of thoughts, desires, aspirations.

4. Significant function of speech is:

- a) an exposure of feelings, emotional state;
- b) a function of communication of people;
- c) a function of definition which manifests in that the word gives a name to an object, property, action.

5. The form of speech when only one person speaks and the others just perceive his/her speech is called:

- a) interior speech;
- b) dialogue speech;
- c) monologue speech.

Yes or No

Agree or disagree with the following statements:

1. The objective of communication is to establish interrelation between people.
2. Speech is a psychic event.
3. If your relationship is troubled, it is the male responsibility to improve it.

4. It's quite possible to overcome poor communication habits.
5. The appointment should be given a certain degree of significance.
6. You always use notes to guide your discussion.
7. Bibliotherapy gives little chance for communication.
8. In reading aloud no problems or complaints arise.
9. Active listening gives your ego defences a welcome rest.
10. Active listening is a useless technique as it disrupts feedback.
11. You should avoid questions that stimulate disagreement or argument.
12. Nonverbal communication is based on the use of the body to convey information.
13. Facial expressions are crucial to nonverbal communication.
14. Eye contact is a widely used means of body language.
15. Hand gestures are also eloquent in communicating with people.
16. Hand gestures supplement spoken words.
17. Body language is largely culture-specific.
18. Nonverbal communication is often difficult to control.
17. Communication is the most important skill in life.
18. Comparatively few people have had any training in listening.
19. Your character is constantly communicating.
20. Unless you understand a person you can't advise or counsel him.
21. Sometimes it is not reasonable to trust words.
22. We have to build skills of empathic listening.
23. A role is described as the dynamic expression of a status.
24. Actual role performance usually varies from role expectation.
25. Individuals occupy many statuses at one time.
26. People perform multiple roles.
27. A person has more roles than statuses.

28. Roles attached to different statuses often demand incompatible patterns of behaviour.

Role-play.

- Ask your friends if they know the differences between the intrapersonal, interpersonal or intergroup conflict. If they don't, enlighten them.
- You are interviewing a famous psychologist. What possible questions could you ask about the reasons of conflict?

Work individually.

Write seven sentences about your properties of speech activity and your styles of behavior in conflict situations on a piece of paper. Your teacher will give you another student's piece of paper. Read out the sentences to the class, but do not say who wrote them. The other students guess who wrote them.

IV. REFERENCE SOURCES FOR PERSONAL PREPARATION

Questions for self-control:

1. What do you know about the problem of communication in psychology?
2. What functions of communication do you know?
3. What types of communication do you know?
4. What functions of language and speech do you know?
5. What types of speech do you know?
6. What do you know about reasons of conflict?
7. What do you know about the SPT of communication?

8. What is the way to reduce misunderstandings between culturally different people?

Prepare to discuss on the following topics:

- Language and speech.
- Conflict in conversation.

Complete the sentences:

1. Communication is a process
2. Functions of communication are
3. Types of communication are
4. Content of communicational act is realized with
5. Language is a system of
6. Speech is a
7. Physiological basis of speech is
8. Function of speech are
9. Properties of speech are
10. Types of speech activity are
11. Aphasia is
12. Conflict in communication is a confrontation of
13. Functional aspect of conflict is determined by
14. Typical disagreements which mostly cause conflict situation are
15. Reasons of conflict can be divided in three groups
16. Intrapersonal conflict appears when
17. Interpersonal conflict is caused by the situation when
18. Intergroup conflict is observed where

19. Style of competition is used when
20. Style of evasion is utilized an
21. Style of adaptation differs from the previous style
22. Style of cooperation gives a possibility to
23. Style of compromise differs from
24. Social and psychological training is a field of practical psychology which ...
25. Number of members in a group is
26. The general purpose of the training is to develop
27. Goals of the training are
28. Principals of the training are
29. Most men recognize the need for improved communication to be
30. The first communication technique is to make
31. You should keep the conversation as
32. Bibliotherapy is designed for couples who
33. Reading aloud is similar to bibliotherapy except that ...
34. Many couples found that active listening can spark ...
35. If it is successful you feel
36. Active listening gives you
37. In questioning you should avoid

Make up a list of word-combinations to characterize:

- Style of competition;
- Style of evasion;
- Style of adaptation;
- Style of cooperation;

- Style of compromise.

Prepare a report on the theme:

The problem of communication in psychology

Physiological basis of speech

Meaning of the social and psychological training of communication

Communication in a professional activity

Communication in your country

Choose all possible words that may characterize the process of communication as it is.

Make up a list of character traits that are of help for a productive communication.

List of theoretical questions for the final module control

1. What is communication?
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15. What styles of behavior in conflict situations do you know?
16. What does communication mean for the professional activity of a doctor?
17. What is the connection between language and speech? What are their main functions?
18. What do the communication peculiarities as process consist in?
19. What is aphasia? Characterize its types.
20. Why do you think it is important to hold social and psychological trainings of communication?
21. A language of doctor as index of personality culture and mean of influence is on a patient.

List of practical skills for the final module control

1. Able to distinguish modern psychological schools and directions after their basic theoretical conception; oriented in basic progress of modern psychology trends; to ground the value of psychological knowledge for future professional activity; to define the features of psyche of man and animal; to apply the methods of Psycho diagnostics of a personality.

2. Able to describe correlation of concepts «man», «individual», «personality», «individuality»; to give the psychological analysis of structural components and types of activity; after character of activity to analyze reasons which induce certain activity; to develop communicative capabilities; to distinguish the mechanisms of interpersonal perception; to determine the positive

influencing of external terms in interpersonal contacts, psychological phenomena during the analysis of concrete communicative situations; to utilize a technique and receptions of intercourse; to take into account the age-old features of intercourse of people in professional activity.

3. Able to utilize facilities, that the concentrations of attention promote; to define the types of feelings depending on the place of irritant and from organs, where they arise up; to describe the illusions of space, motion and time; to analyze a purview conformities to the law of perception in activity of doctor; to distinguish individual properties of attention, feelings, perception, memory, thought and imagination.

4. Able to explain intercommunication of emotions with other psychical processes; after external displays (by a mien, mimicry, gestures but other) to determine the mental conditions of personality, emotional state of patient in the process of treatment; to educate and perfect volitional qualities, will-power; to distinguish disorders of emotions and violations of volitional sphere of personality; to identify the emotional states other for to the un verbal signs which appear in a conduct.

5. Able to determine individual in character; to take into account the features of temperament of patient in professional activity of doctor; to distinguish the individual differences of display of capabilities, including intersexual.

6. Able to describe the value of education and education in forming of the harmoniously developed personality; to take into account age-old features in professional activity of doctor.