

Module Title	Communication and Consultation Skills				
Module Code	FMED-511				
Module Type	Required				
Level	2 <sup>nd</sup> Cycle				
Year / Semester	1 / 1				
Teacher's Name	Lead: Prof. Alexia Papageorgiou Co-lead: Ms Maria Perdikianni				
ECTS Credits	7.5	Lectures	9	Interactive learning activities	24
Module Purpose and Objectives	<ul style="list-style-type: none"> <li>• Introduce the Calgary–Cambridge guide.</li> <li>• Develop a practical toolkit of consultation skills applicable to varied clinical contexts.</li> <li>• Promote self-assessment through video-recorded consultations and structured reflection (CSA, RICE).</li> <li>• Prepare students to adapt communication for age-specific, telephone, emotionally charged and behaviour-change consultations.</li> </ul>				
Learning Outcomes	<p>After completion of the module students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Describe and critique key communication skills of the Calgary-Cambridge model and their supporting evidence.</li> <li>• Record and systematically analyse personal consultations using CSA/RICE frameworks.</li> <li>• Demonstrate effective consultation skills in live or simulated settings: <ul style="list-style-type: none"> <li>▪ Structure the encounter, build rapport, and gather/give information.</li> <li>▪ Achieve shared understanding and decision-making.</li> <li>▪ Tailor techniques for elderly patients, children/adolescents, carers, telephone encounters, breaking bad news, conflict, anger or ambivalence.</li> </ul> </li> <li>• Identify individual consultation style and implement targeted improvements.</li> <li>• Apply evidence-based approaches to conflict resolution, anger management, motivational interviewing and violence prevention in line with USA/UK guidelines.</li> </ul>				
Prerequisites	None	Required	None		
Module Content	<ul style="list-style-type: none"> <li>• Introduction to Communication and Consultation Skills</li> </ul>				

	<ul style="list-style-type: none"> <li>• Communicating with elderly patients and their carers and sharing difficult information</li> <li>• Dealing with Conflict</li> <li>• Telephone Consultations</li> <li>• Consulting with Children and Adolescents</li> </ul>																														
Teaching Methodology	This module is delivered via distance learning (online). It includes recorded lectures, interactive presentations, online tutorials (Webinars), quizzes, optional assignments and discussion forums.																														
Bibliography	<p><b>Required Textbooks / Reading:</b></p> <table border="1"> <thead> <tr> <th>Title</th> <th>Author(s)</th> <th>Publisher</th> <th>Year</th> <th>ISBN</th> </tr> </thead> <tbody> <tr> <td>Skills for Communicating with Patients <i>Available as ebook via UNic Library Search</i></td> <td>Jonathan Silverman, Suzanne Kurtz, Juliet Draper</td> <td>CRC Press; 3 edition</td> <td>2016</td> <td>9781910227268</td> </tr> <tr> <td>Clinical Communication in Medicine <i>Available as ebook via UNic Library Search</i></td> <td>Jo Brown, Lorraine M. Noble, Alexia Papageorgiou, Jane Kidd</td> <td>Wiley-Blackwell; 1 edition</td> <td>2016</td> <td>978-1118728246</td> </tr> </tbody> </table> <p><b>Recommended Textbooks / Reading:</b></p> <table border="1"> <thead> <tr> <th>Title</th> <th>Author(s)</th> <th>Publisher</th> <th>Year</th> <th>ISBN</th> </tr> </thead> <tbody> <tr> <td>Talking with Patients: A Consultation Handbook</td> <td>Bill Bevington</td> <td>Yorkshire &amp; Humber Deanery</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Clinical Communication Skills for Medicine <i>Available as ebook via UNic</i></td> <td>Margaret Lloyd, Robert Bor, Lorraine M Noble</td> <td>Elsevier, 4<sup>th</sup> edition</td> <td>2018</td> <td>Paperback ISBN: 9780702072130</td> </tr> </tbody> </table>	Title	Author(s)	Publisher	Year	ISBN	Skills for Communicating with Patients <i>Available as ebook via UNic Library Search</i>	Jonathan Silverman, Suzanne Kurtz, Juliet Draper	CRC Press; 3 edition	2016	9781910227268	Clinical Communication in Medicine <i>Available as ebook via UNic Library Search</i>	Jo Brown, Lorraine M. Noble, Alexia Papageorgiou, Jane Kidd	Wiley-Blackwell; 1 edition	2016	978-1118728246	Title	Author(s)	Publisher	Year	ISBN	Talking with Patients: A Consultation Handbook	Bill Bevington	Yorkshire & Humber Deanery	N/A	N/A	Clinical Communication Skills for Medicine <i>Available as ebook via UNic</i>	Margaret Lloyd, Robert Bor, Lorraine M Noble	Elsevier, 4 <sup>th</sup> edition	2018	Paperback ISBN: 9780702072130
Title	Author(s)	Publisher	Year	ISBN																											
Skills for Communicating with Patients <i>Available as ebook via UNic Library Search</i>	Jonathan Silverman, Suzanne Kurtz, Juliet Draper	CRC Press; 3 edition	2016	9781910227268																											
Clinical Communication in Medicine <i>Available as ebook via UNic Library Search</i>	Jo Brown, Lorraine M. Noble, Alexia Papageorgiou, Jane Kidd	Wiley-Blackwell; 1 edition	2016	978-1118728246																											
Title	Author(s)	Publisher	Year	ISBN																											
Talking with Patients: A Consultation Handbook	Bill Bevington	Yorkshire & Humber Deanery	N/A	N/A																											
Clinical Communication Skills for Medicine <i>Available as ebook via UNic</i>	Margaret Lloyd, Robert Bor, Lorraine M Noble	Elsevier, 4 <sup>th</sup> edition	2018	Paperback ISBN: 9780702072130																											

	<b>Library Search</b>				
	Communication Skills in Mental Health Care: An Introduction	Xavier Coll, Alexia Papageorgiou, Ann Stanley, Andrew Tarbuck	CRC Press; 1 edition	2012	978-1846195167
	Motivational Interviewing: Helping People Change and Grow (Applications of Motivational Interviewing Series)  <b>Available as ebook via UNic Library Search</b>	William R. Miller, Stephen Rollnick	The Guilford Press; 4th edition	2023	978-1462552795
	Telephone Consultations in Primary Care. A Practical Guide	Tony Males	Royal College of General Practitioners	2007	978-0850843064
Assessment	<ul style="list-style-type: none"> <li>• WPBA Components <ul style="list-style-type: none"> <li>- Formative Communication Skills Assessment (CSA 1)</li> <li>- Summative Communication Skills Assessment (CSA 2) &amp; Communication Skills Assessment (CSA 3)</li> </ul> </li> <li>• Exams <ul style="list-style-type: none"> <li>- Formative AKT Exam</li> <li>- Summative AKT Exam</li> </ul> </li> </ul>				
Language	English				