

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Medkulturno komuniciranje
Course title	<i>Intercultural Communication</i>

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Integrirana zdravstvena in socialna oskrba/2. stopnja	Ni smeri študija	2. letnik	3.
Integrated Health and Social Care / 2 nd Cycle	No study field	2 nd year	3 rd

Vrsta predmeta/Course type izbirni / elective

Univerzitetna koda predmeta/University course code IZSO IP UN 11

Predavanja	Seminar	Sem. vaje	Lab. vaje	Teren. vaje	Samost. delo	ECTS
Lectures	Seminar	Tutorial	Laboratory work	Field work	Individ. work	
25		30			155	7

Nosilec predmeta/Lecturer: prof. dr. Karmen Erjavec

Jeziki/ Languages:	Predavanja/Lectures:	slovenski/Slovenian
	Vaje/Tutorial:	slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Vpis v drugi letnik študijskega programa.
- Študent mora pred izpitom pripraviti in predstaviti ter zagovarjati projektno nalogo.

Prerequisites:

- A prerequisite for inclusion is enrolment in the second year of study.
- Student has to prepare, present and defend a project paper before the exam.

Vsebina:

- *Uvod:* opredelitev in pomen medkulturnega komuniciranja v zdravstvu.
- *Raziskovalni pristop k medkulturnemu komuniciranju v zdravstvu:* proučevanje situacijskih primerov, naracij, metafor za identifikacijo virov medkulturnega nesporazuma v zdravstvu.
- *Komunikacija kulturne identitete:* sporočanje razlik v osebni, družbeni in kulturni identiteti v zdravstvu.

Content (Syllabus outline):

- *Introduction:* Definition and importance of intercultural communication in healthcare.
- *Research approach to intercultural communication in health care:* Examination of situational examples, narratives, metaphors to identify sources of intercultural misunderstanding in health care.
- *Communication about cultural identity:* Communicating differences in personal, social, and cultural identity in healthcare.

<ul style="list-style-type: none"> • <i>Teoretični okvir medkulturne komunikacije:</i> teoretični okvir na področju kulturnih predpostavk, pričakovanj in vedenja (Hall, Hofstede, Schwartz). • <i>Medkulturne razlike v tipičnih komunikacijskih praksah v zdravstvu:</i> razlika v medkulturni komunikaciji v zdravstvu z uporabo taksonomije za razumevanje konteksta, prostora, časa in drugih kontekstualnih dejavnikov: nizek in visok kontekst, proksemika, mimika, gestika, monokronija-polikronija, zvok-tišina. • <i>Komuniciranje o medkulturni diskriminaciji v zdravstvu:</i> komuniciranje o stereotipih, predsodkih in drugih oblikah diskriminacije v povezavi z medkulturno komunikacijo v zdravstvu. • <i>Obvladovanje medkulturne komunikacije v zdravstvu:</i> dinamika obvladovanja, procesi prilagajanja in rezultati rasti v medkulturni komunikaciji v zdravstvu. 	<ul style="list-style-type: none"> • <i>Theoretical framework of intercultural communication:</i> Theoretical framework in the field of cultural assumptions, expectations and behaviours (Hall, Hofstede, Schwartz), • <i>Intercultural differences in typical communication practises in health care:</i> Differences in intercultural communication in health care using a taxonomy for understanding context, space, time, and other contextual factors: low and high context, proxemics, facial expressions, gestures, monochrony-polychrony, tone-silence. • <i>Communication about intercultural discrimination in healthcare:</i> Communication about stereotypes, prejudice, and other forms of discrimination in the context of intercultural communication in healthcare. • <i>Mastering intercultural communication in healthcare:</i> Dynamics of mastery, adaptation processes and growth outcomes in intercultural communication in healthcare.
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Temeljna literatura in viri/Readings:

Temeljna literatura/Basic literature

- Crichton, J. Martin, G. (2021). *Handbook of Intercultural Communication in Health Care*. London: Mouton De Gruyer.
- Cross, R., Davis, S., O'Neil, I. (2017). *Health Communication: theoretical and critical perspectives*. Cambridge: Polity Press.
- Eaves, M. H. in Dale, L. (2018). *Successful nonverbal communication: principal and application*. New York: Routledge, Taylor & Francis.

Priporočljiva literatura/Recommended literature

- Valero-Garces, C. (2016). *Health, Communication and Multicultural Communities: Topics on Intercultural Communication for Healthcare professionals*. Cambridge: Cambridge Scholars Publishing.

Cilji in kompetence:

Učna enota prispeva predvsem k razvoju naslednjih splošnih in specifičnih kompetenc:

- razumevanje pomena medkulturne komunikacije v zdravstvu,

Objectives and competences:

The learning unit contributes mainly to the development of the following general and specific competences:

<ul style="list-style-type: none"> • razumevanje opisa pomena, sestave kulturnih identitet in njihovega izražanja v komunikaciji, • vrednotenje kulturnih razlik v komunikacijskih slogih v zdravstvu, • proučevanje medkulturnega komuniciranja v zdravstvu, • uporaba ustrezne medkulturne komunikacije v zdravstvu, • sposobnost prepoznavanja in ustreznega komuniciranja v primeru diskriminatornega in konfliktnega komuniciranja. 	<ul style="list-style-type: none"> • understanding the importance of intercultural communication in healthcare, • understanding description of the meaning and composition of cultural identities and their expression in communication, • evaluation of cultural differences in communication styles in healthcare, • study of intercultural communication in healthcare, • communicate appropriately interculturally in healthcare, • the ability to recognise discriminatory and conflictual communication and to communicate appropriately.
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Predvideni študijski rezultati:

Študent/študentka:

- razume pomen medkulturne komunikacije v zdravstvu,
- razume opis pomena, sestave kulturnih identitet in njihovega izražanja v komunikaciji,
- prepozna kulturne razlike v komunikacijskih slogih v zdravstvu,
- zna raziskati medkulturno komuniciranje v zdravstvu,
- zna ustrezno medkulturno komunicirati v zdravstvu,
- ustrezno komunicira v primeru diskriminatornega in konfliktnega komuniciranja.

Intended learning outcomes:

Students:

- understand the importance of intercultural communication in healthcare,
- understand the meaning and composition of cultural identities and their expression in communication,
- recognise cultural differences in communication styles in healthcare,
- know how to study intercultural communication in healthcare,
- know how to properly communicate interculturally in healthcare,
- communicate appropriately in discriminatory and conflictual communication.

Metode poučevanja in učenja:

- *predavanja* z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov),
- *seminarske vaje*: predstavitev in uspešen zagovor projektne naloge, portfolio (reševanje problemov, študije primera, kritično presojanje, diskusija, refleksija izkušenj, vrednotenje, projektno delo, timsko delo).

Learning and teaching methods:

- *lectures* with active student participation (explanation, discussion, questions, examples, problem solving),
- *seminar tutorial*: presentation and successful defence of a project paper, portfolio (problem solving, case studies, methods of critical thinking, discussion, reflection on experience, evaluation, project work, teamwork).

Načini ocenjevanja:	Delež (v %) Weight (in %)	Assessment:
<p>Načini:</p> <ul style="list-style-type: none"> • 100 % udeležba na predavanjih in vajah ter priprava, predstavitev in zagovor projektne naloge, • če študent ni 100 % udeležen na predavanjih in vajah: <ul style="list-style-type: none"> - izpit, - priprava, predstavitev in zagovor projektne naloge. <p>Ocenjevalna lestvica: ECTS.</p>	<p>100 %</p> <p>70 %</p> <p>30 %</p>	<p>Types:</p> <ul style="list-style-type: none"> • 100% attendance of lectures and tutorials including preparation, presentation and defence of a project paper, • if the student has not fully attended lectures and tutorials (100%): <ul style="list-style-type: none"> - examination, - preparation, presentation and defense of a project paper. <p>Grading scheme: ECTS.</p>