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| | 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 |
|---|---|---------------------------------------|------------------------------------|
| Vzgoja in menedžment v zdravstvu/2. stopnja | Ni smeri študija | 2. letnik | 3. |
| <i>Education and Management in Health Care / 2nd Cycle</i> | No study field | 2 nd year | 3 rd |

Vrsta predmeta/Course type izbirni / elective

Univerzitetna koda predmeta/University course code VMZ2 IP UN 10

| 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

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| 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.

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| <ul style="list-style-type: none"> • <i>Teoretični okvir medkulture 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

- McFarland, M., Wehbe-Alamah, R. (2015). *Culture Care Diversity and University*. Burlington: Jones & Bartlett learning.
- Moss, B. (2020). *Communication skill in nursing, health & social care*. Los Angeles: Sage.
- Burnard, P., Gill, P. (2013). *Culture, Communication and Nursing*. Abington: Routledge.

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:

- understanding the importance of intercultural communication in healthcare,

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| <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 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:

Intended learning outcomes:

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| <p>Študent/študentka:</p> <ul style="list-style-type: none"> • 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. | <p>Students:</p> <ul style="list-style-type: none"> • 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. |
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Metode poučevanja in učenja:

Learning and teaching methods:

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| <ul style="list-style-type: none"> • <i>predavanja</i> z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov), • <i>seminarske vaje</i>: predstavitev in uspešen zagovor projektne naloge, portfolio (reševanje problemov, študije primera, kritično presojanje, diskusija, refleksija izkušenj, vrednotenje, projektno delo, timsko delo). | <ul style="list-style-type: none"> • <i>lectures</i> with active student participation (explanation, discussion, questions, examples, problem solving), • <i>seminar tutorial</i>: 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). |
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Načini ocenjevanja:

Delež (v %)

Weight (in %)

Assessment:

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| <p>Načini:</p> <ul style="list-style-type: none"> • 100 % udeležba na predavanjih in vajah ter priprava, | <p>100 %</p> | <p>Types:</p> <ul style="list-style-type: none"> • 100% attendance of lectures and tutorials including preparation, presentation |
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| <p>predstavitev in zagovor projektne naloge,</p> <ul style="list-style-type: none"> • 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>70 % 30 %</p> | <p>and defence of a project paper,</p> <ul style="list-style-type: none"> • 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> |
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