

King Saud University  
College of Applied Medical Sciences  
Department of Community Health Sciences

CHS 446 –Communication Skills  
First Semester 1436/ 1437

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**Course Description:**

This course introduces the student to the basic concepts of effective human communication. It focuses on the development of communication skills and the basic components of the communication process for the healthcare professional. This course provides a comprehensive coverage of major issues—including clinical communication skills, interviewing techniques, and adapting communication to patient's ability to understand. The course will also examine the environmental and behavioral impediments of effective communications.

**Course Objectives:**

*At the end of this course, the students will be able to:*

- Describe the process and components of communication
- Identify the environmental and behavioral impediments of effective communications
- Communicate effectively with patients and staff
- Understand the value of listening
- Negotiate effectively with top management and subordinates
- Utilize the various communication methods and tools that will facilitate communication between a healthcare professional and patients

**Course Contents:**

1. Introduction to communication
2. Communication in health care
3. The process and components of communication
  - Messages and Meaning
  - Verbal
  - Non verbal

4. Clinical Communication Skills
5. Interviewing Techniques
6. Adapting Communication to Patient's Ability to Understand
7. Patient Education
8. Cultural Sensitivity in Healthcare Communication
9. Interpersonal communication
  - Provider-patient communication
  - Intercultural communication
  - Gender and communication
10. Listening
11. Administrative Communication Skills

**Assessment Tools:**

***Total Marks = 100 Marks; distributed as follows:***

- |                                  |          |
|----------------------------------|----------|
| • In-class quizzes / assignments | 20 Marks |
| • Test One                       | 20 Marks |
| • Test Two                       | 20 Marks |
| • Comprehensive Final Exam       | 40 Marks |

**Readings:**

**McCorry, Laurie K., and Jeff Mason**, Communication Skills for the Healthcare Professional 1 Pap/Psc Edition, LWW; 1 Pap/Psc edition (February 9, 2011).