Course Title	Behaviour and Communication Skills
Course Code	DES395
Course Type	Compulsory
Level	Bachelor (1st Cycle)
Year / Semester	3rd year / 6th semester
Teacher's Name	TBA

ECTS	1	Lectures / week	1 hr / 13 weeks + exam week		2 hrs / 13 weeks

Course Purpose and Objectives	The purpose and objectives of this course is to enhance the students' knowledge regarding: • The influence of biopsychosocial elements in health and disease states • The relationship between the healthcare professional and the patient • Stressing abilities of communication and interpersonal skills • Modification of individuals and population groups behaviour towards disease prevention and oral health promotion • Management of dentally anxious patients • Evidence-based guidelines on patient's behaviour modification and management • Occupational stress and burn-out. Ways to early identify and manage it.
Learning Outcomes	Upon successful completion of this course students should be able to: • Identify possible psychological and social needs that may have some kind of influence on the patient's well-being. • Recognise the significance of establishing a good dentist – patient relationship and quality care. • Analyze and assess patient's behaviours in order to promote healthy patterns of behaviour. • Develop good behaviour and communication skills towards dental diseases prevention and oral health promotion • Develop good behaviour and communication skills in order to provide an appropriate therapeutic environment. • Keep an open-minded and flexible attitude towards different

	cultures and societies under the principle of universality. • Understand the role of psychological and social parameters, which are related to the practice of Dentistry. • Develop communication skills, which are necessary for the practice of Dentistry. • Explain the various aspects in the dentist-patient relationship, the difficulties which may occur and the way of their management. • Recognise and manage patients with dental phobia, fear, and anxiety. • Manage professional stress.		
Prerequisites	None	Co-requisites	None

Course Content	In this regard the students will familiarize themselves with the following Modules:
	
	• Dimensions of the person and their impact on the wellness-disease continuum. Biomedical model vs Biopsychosocial model.
	• Establishing a good dentist-patient relationship and quality care: aim, approaches, and challenges
	• Dentist – patient communication: issues, methods, and challenges giving emphasis on special categories of patients (eg geriatric patients, patients with special needs, children etc).
	• Health behaviour change: key concepts, principles, and models
	• Behaviour Change in Dentistry: objectives and methods; implementation of health behaviour change methods in the dental office and community.
	• Oral Health Education: principles and targets; ensuring effective oral health education; health education models, and methods; programs in the dental setting; community-based dental health education
	• Brief Interventions in Promoting Health Behaviour Change
	• Dental anxiety, fear, and phobia:
	    o The basic principles of fear, anxiety, and phobia
	    o Dental Fear and Anxiety Associated with Oral Health Care: Conceptual and Clinical Issues
	    o Determinants associated with creating fearful dental patients
	    o Management approaches and chairside techniques.		

	• Dental anxiety, fear, and phobia in special categories of patients:
	    ○ Understanding and managing the fearful and anxious child. The role of Humour in patients management..
	    ○ The geriatric patient: psychophysiological factors associated with aging and dental anxiety.
	    ○ The special needs patient.
	• Dental pain management.
	• COVID-19 and dental patient management
	• Occupational health: challenges in dental practice

Teaching Methodology	Face-to-face
Bibliography	Ramseier CA, Suvan JE. Health Behavior Change in the Dental Practice. Ames, Iowa: Wiley Blackwell, 2010. Mostofsky DI, Fortune F. Behavioral Dentistry. Hoboken, New Jersey: Wiley Blackwell, 2013. Additional Reading Bochner S. The Psychology of the Dentist-Patient Relationship. Berlin: Springer, 2012. Weiner AA. The Fearful Dental Patient. A Guide to Understanding and Managing. Ames, Iowa: Wiley Blackwell, 2011.
Assessment	Final Examination 60% Laboratory / Oral presentations 30% Participation and attendance 10% Total 100%
Language	English