

COMMUNICATION TECHNIQUES

STRUCTURE

Study program	EN
Year of study	I
Semester	2
Type of discipline	Obligatory
Total number of hours / week	Course - 1 hour; PW - 1 hour
Total number of hours according to curriculum	Course - 14 hours; PW - 14 hours
ECTS	3

DISCIPLINE OBJECTIVES

Developing the clinical communication skills needed in the veterinarian-owner relationship, within the medical team, and in interdisciplinary contexts. Training in active listening, empathy, and clear communication of medical information.

DISCIPLINE CONTENT*

COURSE	Nr. h
Chapter I - Introduction to veterinary clinical communication, Doctor-owner communication models	1
Chapter II - Basic skills in veterinary clinical communication: empathy, active listening, compassionate communication, closed/open questions, nonverbal language, medical jargon.	6
Chapter III - Communicating bad news (SPIKES protocol, etc.). Handling tense situations	2
Chapter IV - The Calgary Cambridge Model of Veterinary Communication: Definition and Theoretical Framework	3
Chapter V - Remote Communication: Telephone, Telemedicine. Adapting to Digital Environments	1
Chapter VI - Interculturality and Diversity. Adapting the Message to Cultural Contexts	1

**Se vor specifica pe scurt conținutul disciplinei la curs și Lucrări practice L/S/P (denumire capitol și conținut capitol)*

PRACTICAL WORK PW/S/P	Nr. h
Chapter I - Active listening exercises; Simulations: 1.announcing a guarded prognosis, 2. conflict with the owner, 3. veterinary emergency	4
Chapter II - The Calgary Cambridge model of veterinary communication - examples and practice	3
Chapter III - Case studies: initial consultation, communicating the diagnosis, mini-simulation of a teleconsultation	3
Chapter IV - Team activity: managing a clinic	2
Chapter V - Cultural diversity scenarios in veterinary clinical consultation	1
Chapter VI - workshop on clinical writing: information sheets for owners	1

BIBLIOGRAPHY

- Lecture notes 2025/2026 - Nicoleta Ciocîrlie
- Carol Gray, Moffet Jenny- 2013- Handbook of Veterinary Communication Skills, Wiley- Blackwell, ISBN 978-1-118-69970-6
- Ryane Englar- 2010- A Guide to Oral Communication in Veterinary Medicine- Published by 5m Publishing Ltd in Veterinary Skills Series, ISBN 9781789180954

EVALUATION

Type of activity	Evaluation criteria	Method of evaluation	Percentage of final grade %
Course	Final assessment (integrative simulation as part of an oral exam)	Active participation, involvement in discussions, completion of exercises Oral exam (1 topic from the taught program)	100%
PW/P/S	Active participation in activities as part of practical work	Practical assessment based on simulations, role-playing, demonstrations of communication with a "client" or colleague	Admitted
Other activities	To pass the course, students must obtain at least 50% of the total points in each mandatory component of the assessment.		

Course teaching staff: Associate Professor DVM Nicoleta Ciocîrlie PhD

Practical work teaching staff PW/S/P: Associate Professor DVM Nicoleta Ciocîrlie PhD

