

Al-Zahrawi University

College of Pharmacy



**Higher Education Institution Performance Review
(Academic Program Review)**

This course description provides a summary of the main characteristics of the course and the learning outcomes expected of the student, demonstrating whether he has made the most of the learning opportunities available and must be linked to the program description.

1. Educational Institution	Al-Zahrawi University
2. University Department / Center	Pharmacy College
3. Course Name / Code	Communication Skills – Theory PCPC 44
4. Programs in which it is included	Bachelor in Pharmacy
5. Available Forms of Attendance	Daily Attendance
6. Semester / Year	Second Semester – 4th Grade
7. Total Number of Study Hours	30 hours (2 hours per week)
8. Date of preparing this description	2025-2026
9. Course Objectives : Introduce pharmacy students to the fundamental concepts of communication skills and highlight their importance in pharmacy practice. The student should be able to define communication skills in healthcare settings, describe the importance of communication skills in pharmacy practice, and identify different types of communication used by pharmacists.	
10. Learning Outcomes, Teaching and Learning Methods, and Evaluation	

Knowledge and Understanding 1 - Define communication and communication skills in healthcare settings. 2 - Describe the importance of communication skills in pharmacy practice
Subject-Specific Skills 1 - Identify different types of communication used by pharmacists. 2 - Recognize communication-related problems that may affect patient safety.
Teaching and Learning Methods
1. Thinking and discussion method. 2. Scientific tests. 3. Learning by exploratory lecture.
Evaluation Methods
1. Submit weekly reports. 2. Exam grades. 3. Graduation research
Thinking Skills 1. Student-teacher dialogue method. 2. Preparing weekly reports. 3. Conducting discussions of the results. 4. Exploratory thinking.
Teaching and Learning Methods
1. Grades. 2. Discussion and dialogue. 3. Tests.
Evaluation Methods Grades, research and reports, tests
General and Transferable Skills 1. The student is able to employ the knowledge he has received. 2. The student is able to master the teaching and learning profession. 3. The student is able to embody what he has acquired in professional development.

11. Course Structure					
Evaluation Method	Learning Method	Unit Name / Course or Topic	Required Learning Outcome	Hour	Week
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Patient-Centered Communication in Pharmacy Practice	Knowledge	2	١
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Principles of Effective Communication Skills	Knowledge	2	٢
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Seven Stars Pharmacists	Knowledge	2	٣
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Elements of Interpersonal Communication	Knowledge	2	٤
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Nonverbal type of communication	Knowledge	2	٥
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Barriers to communication	Knowledge	2	٦
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Listening and empathic responding during communication	Knowledge	2	٧
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Assertiveness. Interviewing and assessment	Knowledge	2	٨
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Helping patients to manage therapeutic regimens	Knowledge	2	٩
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Patient counseling; counseling check list; point-by-point discussion	Knowledge	2	١٠
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	counseling scenario. Medication safety and communication skills	Knowledge	2	١١
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Strategies to meet specific needs	Knowledge	2	12
Daily Quiz and Verbal Questions	Using the whiteboard and the projector	Communicating with children and elderly about medications	Knowledge	2	13

	screen				
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Communication skills and inter-professional collaboration. Electronic communication in healthcare	Knowledge	2	14
Daily Quiz and Verbal Questions	Using the whiteboard and the projector screen	Ethical Behavior When Communicating with Patients	Knowledge	2	15

Infrastructure

Required Readings:	References: Beardsley, R. S., Kimberlin, C. L., & Tindall, W. N. (2019). <i>Communication Skills in Pharmacy Practice: A Practical Guide for Students and Practitioners</i> . 7th Edition. Lippincott Williams & Wilkins.
Special Requirements (Workshops, Journals, Software, Websites):	Electronic Websites: https://www.scribd.com/presentation/885959760/Communication-skill-for-pharmacy-practice https://www.youtube.com/watch?v=agHgdXfjato
Social Services (Guest Lectures, Professional Training, Field Studies, Others)	Organizing workshops and courses for graduates:

Admission:	
Prerequisites	Admission according to the central plan
Minimum Number of Students	/
Maximum Number of Students	Admission exceeds the capacity plan

Name of the Instructor:

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