

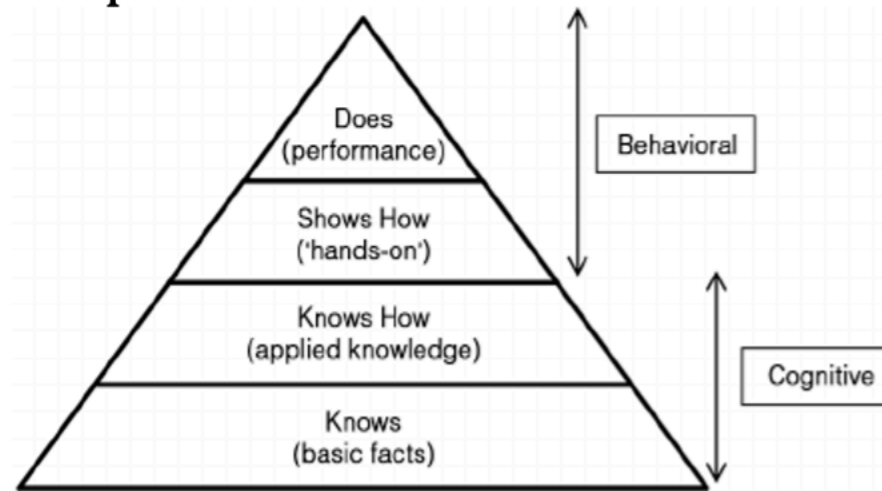
Teaching and Assessing Communication Skills in Dentistry

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Introduction

This year communication skills training shifted online to provide dental students with experience in virtual encounters with patients.

Miller's pyramid of competence was used to assess cognitive (lower) and behavioural (higher) levels of competence in communication.



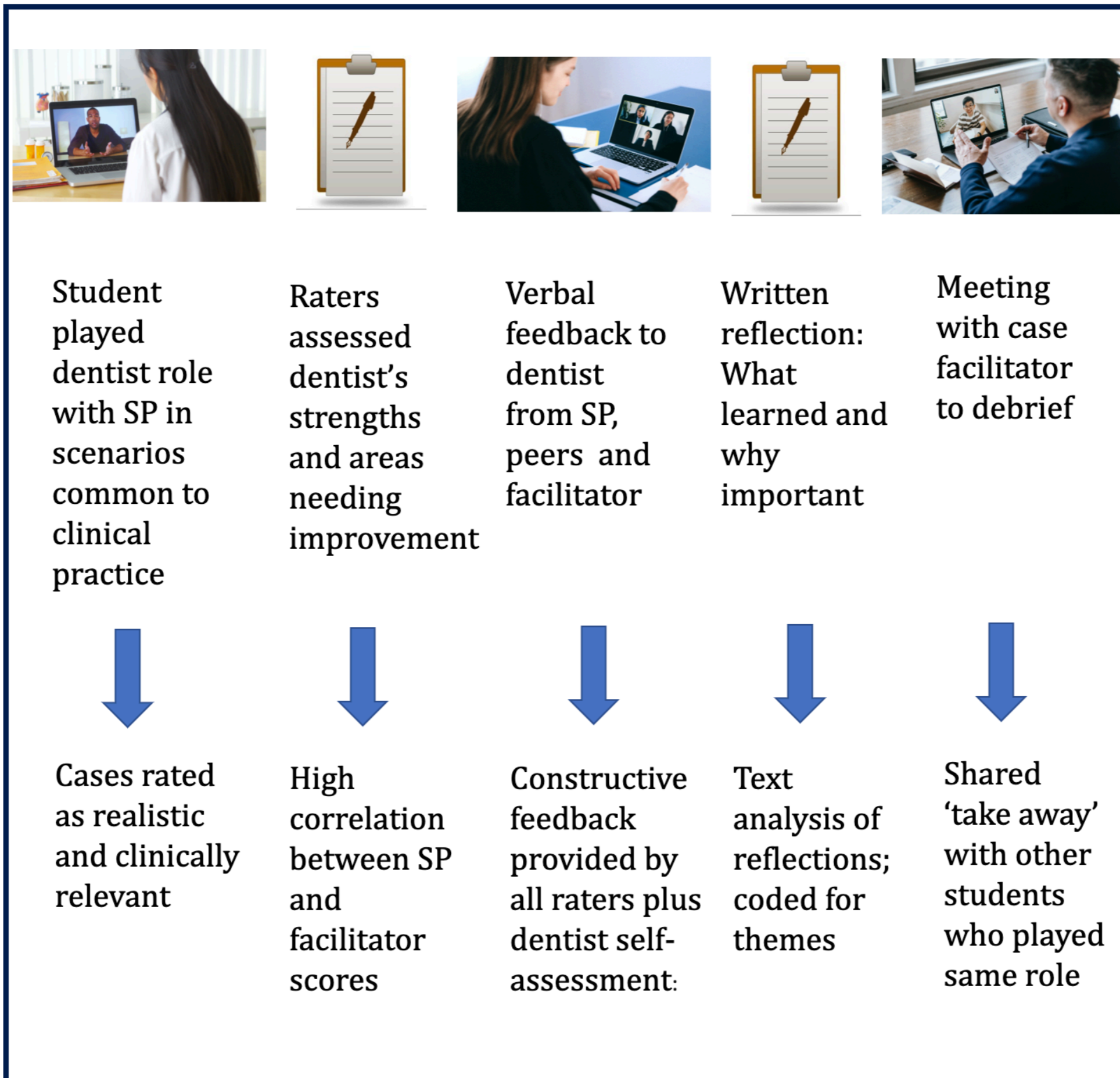
Course Overview

Part 1: Didactic Content
(*Knows*) Quiz to assess knowledge

Part 2: Modelling Behaviour
(*Knows How*) Video review and analysis of communication skills

Part 3: Experiential Learning
(*Shows How*) Simulated scenarios using Standardized Patients (SP)

Methods and Results: Part 3 Experiential Learning



Discussion and Conclusions

Reported communication strengths: Demonstrating empathy, building rapport; understanding patient perspective.

Reported areas needing improvement: Gathering information, use of simple language, picking up on patient cues.

References

Miller GE. 1990. The assessment of clinical skills/competence/performance. *Acad Med* 87(7):S63–S67.

Acknowledgements

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