

# Contents

<i>Preface</i>	vii
<b>Part I. Transition to the 21st Century</b>	<b>1</b>
Chapter 1. Introduction	3
Chapter 2. Clinical Competence and New Directions in Medical Education	11
Chapter 3. Getting to Know the Patient — Disease, Illness and Illness Behavior	25
<b>Part II. Clinical Skills</b>	<b>41</b>
Chapter 4. Listening Skills and Observational Skills	43
Chapter 5. Diagnostic Skills	67
Chapter 6. Problem Solving Skills	81
<b>Part III. Human Relations Skills</b>	<b>91</b>
Chapter 7. Communication Skills	93
Chapter 8. Physician–Patient Relationship	117

Chapter 9. Caring and Connection	131
Chapter 10. Learning and Teaching Skills	141
Chapter 11. Physician, Know Thyself!	147
<b>Part IV. Appendix</b>	<b>151</b>
Chapter 12. How to Organize a Course on Clinical Competency Skills	153
Additional Reading Lists	163
<i>Index</i>	169