Concours écrits pour accès au Master Santé Publique
Année universitaire 2017-2018
Epreuve de Santé publique
Durée 3h

Questions :

Comme mentionné sur le tableau ci-dessous, les nations unies (ONU) ont publié en 2015 les données de trois déterminants de santé maternelle et infantile au Maroc, ainsi que les objectifs à atteindre pour ces mêmes indicateurs pour l'an 2030.
En commentant l'article et en se basant sur les données du tableau, veuillez discuter et proposer par quelles approches et mesures stratégiques le Maroc peut atteindre les objectifs de l'ONU pour l'an 2030, en prenant pour exemple un milieu urbain et rural.

Tableau : Données du Maroc (Rapport 2015 de l'UNICEF) et Objectif du développement durable des Nations Unies (2030)

Indicateur	*Données du Maroc (2015)*	*Objectifs de l'OUN pour 2030*
Mortalité maternelle	120/100,000 naissances	<70/100,000 naissances
Mortalité Neonatale	18/1000 naissances	12/1000 naissances
Mortalité des moins de 5 ans	30/1000 naissances	25/1000 naissances

** Objectifs de développement durable des Nations Unies :
D'ici à 2030, faire passer le taux mondial de mortalité maternelle au-dessous de 70 pour 100 000 naissances vivantes
D'ici à 2030, éliminer les décès évitables de nouveau-nés et d'enfants de moins de 5 ans, tous les pays devant chercher à ramener la mortalité néonatale à 12 pour 1 000 naissances vivantes au plus et la mortalité des enfants de moins de 5 ans à 25 pour 1 000 naissances vivantes au plus

NB : Les réponses peuvent être rédigées soit en anglais soit en français

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Concours d'accès au MASTER SPÉCIALISÉ en :

SANTÉ PUBLIQUE

Année universitaire : 2017-2018

English communication skills Durée: 1 heure

What are the interpersonal skills?

1 Effective communication is a very important skill to have in the workplace since the main goals are to listen and comprehend what someone is saying to you. It is important to always recognise the person who is talking to you to let them know you are listening; sometimes, nodding and agreeing are ways to show that you are listening. Once the person has finished talking to you, it is important to summarise in your own words what the conversation was about, as that way the person knows you understood the conversation and that you were paying attention. If you have any questions about what was discussed then this is the time to ask for clarification and to repeat the conversation, making sure you understood it.

2 Assertiveness and assertive communication is also very important interpersonal skills in the workplace. Assertive communication skills are important, due to the fact you want to be clear, concise and to the point about what you want or need.

3 Anger management is also an effective interpersonal skill that is invaluable in the workplace. Everyone becomes angry about something, whether it is a bad day or someone making a mistake at work. You should not direct your anger at anyone in your workplace because this could cause intimidation and lead to workplace hostility. When you are angry take deep breaths to calm yourself down; if that does not work then just walk away. You need to learn what methods work for calming yourself down, to avoid the risk of taking your anger out on the wrong person. Workplace anger management is often taught during mandatory training when you join a large organization, but you need to know what works for you in angry situations and how you can better control your own emotions. Knowing how and when to deal with workplace anger will better enhance the relationship between you and those you work with and will also help them to develop better anger-management skills.

4 Conflict resolution consists of knowing what a conflict is and how it affects you, as well as knowing the reasons why the conflict matters to you. If you are in a conflict with someone it is important to include them in your resolution while maintaining a positive attitude and acting in a civil manner toward them. Make sure they know what the conflict was and why it is important to you and also how you feel about it. Make direct compromises with the person, if possible, and ask to hear their opinion of the conflict. You should always be respectful of the other person and ask for their views on the conflict and a possible solution.

When you both can agree on a resolution you should make a plan to stick to that resolution and follow it through, talking to the other person afterwards to make sure that the issue was resolved. There are conflicts in every job and everyone has an opinion about a particular subject. These may vary. Knowing how to approach a conflict and showing respect to the other person

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involved will help the people in your work get along and show them how they can improve their skills.

5 Teamwork means you can collaborate with other people and share ideas with them to arrive at a common goal. Teamwork means you are listening, cooperating with people in your workplace, communicating your thoughts and feelings and that you can come to a resolution when there is conflict. Teamwork is basically knowing you are not the only one in your workplace and that other people have ideas and feelings too, and that you all are working towards the same common outcome. Teamwork means knowing that even though some people might be different than you it is still possible to have a common goal happen by setting those differences aside. You should be able to express your own opinions in a thoughtful and specific manner and also be able to listen to others and share ideas to help one another.

Claire Boyd et Janet Dare

Communication Skills for Nurses 2014

Questions:

1. What is the main idea of each interpersonal skill (the 5 skills)? **(5 points)**

2. Choose the skill from the list of 5 skills that you feel the most important and how improve it. (Short paragraph/80 words) **(5 points)**

3. Comment on the next sentence: ". People who have developed strong interpersonal skills are usually more successful in both their professional and personal lives."(Short paragraph/80 words) **(6 points)**

4. Think of someone with whom you would like to improve your interpersonal communication. It should be someone you interact with on a regular basis.

(i)• What kind of relationship do you have with this person?

(ii)• Has there been any conflict with this person? Explain briefly.

(iii)• What positive and negative traits do you see in this person? **(4 points)**

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