



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Communication Skills and Interpersonal Relation Management

2021-2-F7502Q027

Aims

Students will acquire the basic knowledge to develop expertise in teamwork and group dynamic, leadership, negotiation, communication in difficult situation, from the clinical psychology perspective; by formal teaching and by several practical experiences - both delivered by an expert psychologist - they will increase self awareness of their own behaviours, attitudes and reactions, increasing their efficacy in teamwork, leadership, negotiation, conflict management, difficult or emergency situation

Contents

The course will provide, from the clinical psychology perspective, the basic knowledge of communication skills (dyadic and group) and a general overview of the most important psychological virtuous or vicious/pathological mechanisms involved in interpersonal relationship; students will learn these basic principles also by practical experiences and exercises (group activities, role-play, case simulation) and will learn some emotions and behaviors regulation strategies derived for the clinical practice.

Detailed program

Group and teamwork: group definition, structure, type, roles and group structure, moreno sociogram; principles of group dynamics, clinical psychology applied to group interactions, social control mechanisms, sensemaking, cohesiveness, group interaction; stages of team growth and group development; team work principles. leadership, Blanchard model

Communication: models of communication, principles and strategy, pragmatics of communication, conversational analysis, variables in communication, setting, communication techniques for collecting information (active listening, open and close questions, probing questions, cues and concerns) and for giving information (communication guidelines); non verbal communication

Interaction: basic principles of negotiation and conflict resolution; the interpersonal motivational system model; personality and individual differences

Emotion: model of emotions, emotion regulation principles, Dialectic Behaviour Therapy skills in emotion regulation applied to group dynamics, mindfulness techniques

Disaster psychology, psychological first aid, resilience, burnout

Prerequisites

none

Teaching form

Course language: english

Teaching form: Frontal lessons, supervised group activities, role-play, case simulation, book reading, selected movies discussion, individual work

Textbook and teaching resource

A selection of scientific journal articles (Epub) will be provided by the teachers; slides provided by the teacher and uploaded on the e-learning website; link to *webResources*

Semester

first semester

Assessment method

Written: students will prepare a report on group dynamics applying to real life situations the conceptual frameworks learned during the course. Open question possible as integrative section to assess specific knowledge;

Oral: _____

Marks are given as n/30, averaging the two parts.

Minimum positive value is 18/30

During the Covid-19 restrictions the oral exams will be exclusively through the WebEx platform. A public link will be posted on the _____

Office hours

To make an appointment, please contact the teachers by e-mail: mariagrazia.streparava@unimib.it

office: U38, villa Serena (Monza), room number 5-24, V floor
