



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Dinamiche dei Processi Lavorativi

2021-2-K0101D011

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#### Aims

CLINICAL PSYCHOLOGY - Group psychology, leadership, group dynamics. Report writing and creative reflection as metacognitive tools in group activities. Psychological and individual differences, motivation in team work. ECONOMIC AND WORKING SOCIOLOGY PROCESS – The heterogeneity as a source of difficulty/wealth in professional contexts. The diversity management as a useful tool for the management of multicultural groups.

#### Contents

General aim of the course: to provide psychological and socio-cultural knowledge for understanding interpersonal group dynamics and to develop team-work and group management skills.

#### Detailed program

CLINICAL PSYCHOLOGY – (1) Group psychology in working environment: general presentation: group taxonomy, group structure; group dynamics (interaction, processes); communication (guidelines, skills, protocols); personality differences and group activities. (2) Leadership and group dynamics: leadership: definition, taxonomy; team work and team management skills; personality differences in team work and leadership. (3) Report writing and creative reflection as metacognitive tools in group activities. (4) Psychological and individual differences, motivation in team work: personality theory; empathy; motivation; emotion regulation; DBT skills useful in group activities and team work. ECONOMIC AND WORKING SOCIOLOGY PROCESS - The heterogeneity as a source of difficulty/wealth in professional contexts. The diversity management as a useful tool for the management of multicultural groups.

#### Prerequisites

Defined by the degree regulation.

## **Teaching form**

Frontal lessons, individual and group practical activities.

It should be noted that, in the event - also in the second half of the year - of an emergency state of COVID19 or other, the lessons will be recorded and available online, with some live events on on-line platforms (e.g. Webex, Zoom, Google Meet) that will be planned and communicated on e-learning course website

## **Textbook and teaching resource**

see each unit

## **Semester**

Second year, second semester

## **Assessment method**

Written final exam with multiple choice and open-ended questions. Ongoing practical skills evaluation. Criteria of evaluation will be explained by the teacher for each on-going assessment.

In case of extension of the pandemic emergency COVID19 and official restrictions also in the second semester, the oral exams will be exclusively through on-line platforms (e.g. WebEx platform). A public link will be posted on the course e-learning page for the access of virtual public.

## **Office hours**

Agreed with teachers by e-mail.

Due to the COVID-19 emergency tutoring will be in presence or on-line by Webex.

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