UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Enhance Your Communication Skills

2223-3-H4102D115

Aims

Whether we communicate from behind a screen or face to face, strong communication and interpersonal skills allow us to share ideas, points of view, expertise, and information effectively. This course will expand students' communication skillset by providing theoretical knowledge and practical suggestions and strategies to manage interpersonal relationships in the workplace and promote a healthy work environment.

Contents

This unit will provide students with theoretical knowledge and practical strategies for effective and functional communication in the workplace and a general overview of the most important psychological mechanisms involved in interpersonal relationships. In particular, the course will offer participants the knowledge and skills necessary to effectively communicate in the workplace, provide and receive feedback, manage potential conflicts that may arise within the workplace, and focus on some of the most recurring dynamics conflicts in organisational healthcare settings. Students will be invited to reflect on their personal communication style and they will learn the importance of matching their communication style with work and situational goals and learn how to manage and control challenging conversations.

Detailed program

The following contents will be covered:
-Theoretical notions on the basic elements of communication. Watzlawick's five axioms of communication and the conversational Maxims of Paul Grice will be introduced.
-Practical strategies and suggestions to favour the recognition of relevant elements for communication within the working group.

-Provide general strategies for effective communication.
-How to provide and receive feedback: what works, what doesn't, and why.
-How to foster a positive feedback culture: the Johari Window and the MACRO YES model.
-Managing challenging conversations with positive outcomes: theory and practical tips on how to manage conflicts.
-A general overview of the most important psychological virtuous or vicious/pathological mechanisms involved in interpersonal relationship.
-The interpersonal motivational system model personality and individual differences
-Theory of Mind, empathy and emotional intelligence: the individual's capacity to understand and manage emotions.
-Stress, burnout, resilience and coping strategies: the psychology of personal growth.

Prerequisites

None

Teaching form

This course will guide the participants to learn about multiple communication (verbal and non-verbal) and interpersonal skills, in the form of frontal lessons, supervised small-group activities, role-play, and case simulation.

Textbook and teaching resource

A selection of scientific journal articles will be provided; ppt slides and other relevant material will be uploaded on the e-learning website

Semester

Second

Assessment method

Essay

Office hours

To make an appointment, please contact the lecturers:
selena.russo@unimib.it
Office: U38, villa Serena (Monza), room number 5.27, V floor

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING