



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Psicologia della Comunicazione

2223-1-E2001R009

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#### Course title

Communication Psychology

#### Topics and course structure

The course introduces the key concepts and research topics in communication psychology. Communication is meant as a process of joint participation and sharing of meanings, generated by different systems (verbal and nonverbal), regulated by communicative intention and playing a fundamental role in the definition of personal relationships.

More in detail, the course will focus on the following topics:

- Human communication: theoretical models and definitions
- Communication and meaning: approaches to semantics
- Intention and communication
- Nonverbal communication: relationship between verbal and nonverbal behavior, systems, functions
- Discourse and conversation: discourse organization, characteristics of conversation, methods of discourse and conversation analysis
- Miscommunication: definition, irony, seduction, deception, pathological communication
- Serious games as innovative learning tools for the empowerment of communication and relational competences

#### Objectives

Main aim of this course, through the lessons and activities proposed, is to promote the following learning achievements:

- Understanding of the theoretical bases, of communication psychology
- Comprehension of methods for the analysis of interpersonal communication
- Ability to apply relevant knowledge and models in different contexts

## **Methodologies**

- Lectures and discussion supported also by Powerpoint slides
- Analyses of video sequences
- Practical communication tasks
- Simulations and role-playing
- Production of video and multimedia materials

## **Online and offline teaching materials**

Powerpoint slides downloadable online

## **Programme and references for attending students**

Anolli L., Fondamenti di psicologia della comunicazione. Il Mulino, Bologna, (2° ediz.) 2012.

Anolli L. - Mantovani F., Come funziona la nostra mente. Apprendimento, simulazione e "serious games". Il Mulino, Bologna, 2011.

Sebenius, J.K. (2009). Assess, Don't Assume, Part I: Etiquette and National Culture in Negotiation. Harvard Business Review, Working Paper 10-048. PDF disponibile all'indirizzo <https://www.hbs.edu/faculty/Publication%20Files/10-048.pdf>

## **Programme and references for non-attending students**

Anolli L., Fondamenti di psicologia della comunicazione. Il Mulino, Bologna, (2° ediz.) 2012.

Anolli L. - Mantovani F., Come funziona la nostra mente. Apprendimento, simulazione e "serious games". Il Mulino, Bologna, 2011.

Sebenius, J.K. (2009). Assess, Don't Assume, Part I: Etiquette and National Culture in Negotiation. Harvard Business Review, Working Paper 10-048. PDF available at <https://www.hbs.edu/faculty/Publication%20Files/10-048.pdf>

One volume choosing between the following:

Anolli L., La mente multiculturale. Laterza, Roma, 2006.

Pallavicini F., Psicologia della realtà virtuale, Mondadori, 2020.

## **Assessment methods**

Oral exam focused on the discussion of the topics of the indicated bibliography and (for attending students) of the activities held during the lessons. As for the topics proposed in the course bibliography and the materials discussed during lessons, the assessment will focus on the coverage of the theoretical models presented, the ability of critical reflection and (for attending students), the ability to connect the theoretical aspects with the practical experiences carried out during the course.

## **Office hours**

On Thursdays 11.00 am (with previous contact and confirmation by email).

*During the Covid-19 emergency period, the meetings will be held online on Skype, with previous e-mail request and confirmation).*

## **Programme validity**

The program validity is 2 years

## **Course tutors and assistants**

## **Sustainable Development Goals**

GOOD HEALTH AND WELL-BEING

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