UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Psychology of Organizational Communication

2223-1-F5701R023

Course title

Psychology of organizations and communication

Topics and course structure

Topics and course structure

The course aims to illustrate communication as a network of meanings in which human beings are involved in an endless interpretative, symbolic and relational activity. In a world where everything has become communication, it is necessary to identify a psychological theory that is specific, consistent and economical, able to understand the relational and organizational processes generated by the communicative exchanges, with particular reference to education in general.

First of all, the course examines the fundamentals of human communication, with particular reference to: a) the development and sharing of meaning; b) intentionality and communicative intention; c) verbal and nonverbal signification and signaling systems; d) the speech and the conversation as a daily practice (the interview at the meeting outlining the processes involved in such activities as the ability of reasoning, social influence and persuasion), e) miscommunication in its various forms (lies, irony, pathological communication).

Objectives

The course aims to enable students to acquire critical awareness and operational knowledge about communication processes within organizations, as well as between the organizations themselves.

To achieve this main goal, teaching seeks to address the study of verbal and nonverbal systems of communication at both interpersonal and group level.

Particular attention will be given to individual interviews, group meetings (meetings, focus groups etc..), the non-verbal system signification and signaling (voice, facial expression, gaze, gestures, proxemics, chronemics, etc.), leadership, various forms of cooperation and participation, conflict management, negotiation processes.

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

The course focuses on experiential learning and situated forms (learning by doing) integrated with phases of a deepening of theory and reflective learning.During the course are carried out specific exercises to deepen the psychological, educational and organizational issues addressed. These exercises are an opportunity to provide students with tools and techniques of a professional nature.

Online and offline teaching materials

Course slides, downloadable online

Programme and references for attending students

L. Anolli, Fondamenti di psicologia della comunicazione, Bologna, Il Mulino, 2012 (except chapters 2 and 9).

S. Scatena, M. Gioia , Psicologia del personal branding, Milano, Vita e Pensiero, (in press, February 2022).

Programme and references for non-attending students

L. Anolli, Fondamenti di psicologia della comunicazione, Bologna, Il Mulino, 2012 (except chapters 2 and 9).

S. Scatena, M. Gioia , Psicologia del personal branding, Milano, Vita e Pensiero, (in press, February 2022).

B. Berkhan, Piccolo manuale per imparare a fare e a ricevere critiche, Feltrinelli, 2015.

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 a.m. (with previous contact and confirmation by e-mail).

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

Programme validity

Two academic years.

Course tutors and assistants

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING