SYLLABUS DEL CORSO

Communication Skills and Interpersonal Relation Management

2324-2-F7502Q027

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 and communication 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, and manage potential conflicts that may arise within the workplace. 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:
-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: the Blanchard model.
-Emotion: model of emotions, emotion regulation principles, Dialectic Behaviour Therapy skills in emotion

regulation applied to group dynamics, mindfulness techniques.
-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 mechanisms involved in interpersonal relationships.
-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.
-Heuristics and Biases in communication

Prerequisites

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

first

Assessment method

Short essay or case study (starting from the description of real situations, students are asked to analyse the different elements/variables of the scenarios and how they are interconnected using the knowledge acquired during the course critically).

Office hours

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Sustainable Development Goals

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