



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## COURSE SYLLABUS

### Psychology of Organizational Communication

2425-2-F8501R019

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#### Course title

Psychology of Communication and Organizations

#### Topics and course structure

The course will begin by exploring the theoretical models of communication psychology and their evolution over time. The communication skills of animals and the main systems of nonverbal communication in humans will be examined. This introductory part will lay the groundwork for understanding the various dimensions of human and nonhuman communication. Next, the course will focus on the psychological dimensions involved in the use of new media and computer-mediated communication. Particular attention will be paid to communication within groups, analyzing how new media change group dynamics, collaboration, and conflict resolution. Finally, the impact of virtual reality and video games will be explored, examining their impact on mental health and for learning.

#### Objectives

The following learnings, in terms of the following, are intended to be promoted through this teaching, with consistent and participatory class attendance: \*Understanding Theoretical Models of Communication:

- Explore the main theoretical models of communication psychology.
- Analyze the historical evolution of these models.  
\*Knowledge of Animal Communication Skills:
- Examine communication systems among different animal species.
- Identify similarities and differences from human communication.  
\*Apprehension of Nonverbal Communication:

- Study the main systems of nonverbal communication in humans.
- Assess the importance of nonverbal communication in everyday interactions.
- \*Analysis of the Psychological Dimensions of New Media:
- Introduce the psychological dimensions involved in the use of new media.
- Examine the impact of digital media on human perception and behavior.
- \*Exploration of Computer Mediated Communication:
- Analyze the characteristics of computer-mediated communication.
- Evaluate the benefits and challenges associated with online communication.
- \*Group Dynamics in Digital Contexts:
- Examine group dynamics within digital contexts.
- Analyze how new media affect collaboration and conflict resolution in groups.
- \*Impact of Virtual Reality and Video Games:
- Delving into the topic of virtual reality and video games.
- Study the psychological effects of virtual reality and video games on gamers.
- \*Development of Communication Skills:
- Improve communication skills through the use of new technologies.
- Identify strategies for using digital media effectively and safely.
- \*Application of Knowledge:
- Apply theoretical knowledge to practical, real-world cases.
  - Develop projects and activities that integrate theoretical dimensions with communicative practices in digital contexts.

## Methodologies

The course aims to promote the achievement of the objectives through lectures, exercises and discussions. Hours of teaching activities organized as face-to-face lectures (Didactics Erogative) will cover about 60 percent of the course (33 hours) while those involving classroom discussions, case presentations, group work and conducting exercises (Didactics Interactive) will be about 40 percent (23 hours).

## Online and offline teaching materials

- Lecture slides
- Online space for exercises and/or discussions

## Programme and references

- 1: Anolli, L. (2012). Fondamenti di psicologia della comunicazione. Seconda edizione. Il Mulino, Bologna. Capitoli 1, 2, 5,7, 8.
- 2: Wallace, P. (2016). La Psicologia di Internet. Nuova edizione, Cortina editore. Capitoli 1, 2, 3, 4.
- 3: Pallavicini F. (2020). Psicologia della realta' virtuale. Mondadori Universita'.
- 3: Pallavicini F. (2025). Gamers: Breve storia dei videogiochi e degli esports. Mondadori Universita'. Capitolo 1, 2, 7, 8 (in press).

IT IS RECOMMENDED THAT STUDENTS/STUDENTS REGISTER FOR THE COURSE ON THE E-LEARNING PLATFORM SO THAT THEY HAVE ACCESS TO MATERIALS, INFORMATION, NOTICES

Students/students from previous years - unless requested to the Lecturer - bring the program of the year in which they were enrolled.

## **Assessment methods**

The final examination is conducted in written form and lasts one and a half hours. This test includes three open-ended questions aimed at testing knowledge of the proposed topics and the ability to design interventions for inclusion and promotion of well-being in the school context.

Up to a maximum of 10 points are awarded for each question, depending on (a) relevance of the answer to the question, (b) completeness of the answer, and (c) propriety of language. The evaluation is given in thirtieths. The results of the test will be posted on the Moodle platform.

Students who request it may supplement the exam with an oral interview, which will cover the texts in the bibliography and may raise or lower the grade of the written test by a maximum of 1 point. To apply, it is necessary to have passed the written test with a minimum score of 18 and to register for the oral examination, which is held about 7 to 10 days after the written.

Erasmus students will have the choice of answering questions in English or Italian.

## **Office hours**

For the updated timetable please consult the personal page of lecturer Federica Pallavicini.

For any doubts or difficulties in preparation, you can contact the lecturer by email: [federica.pallavicini@unimib.it](mailto:federica.pallavicini@unimib.it)

## **Programme validity**

The programs are worth two academic years.

## **Course tutors and assistants**

## **Sustainable Development Goals**

GOOD HEALTH AND WELL-BEING

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