



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Enhance Your Communication Skills

2425-3-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 focusing on some of the most recurring 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 situational goals and learn how to manage and control challenging conversations.

Detailed program

1. Introduction to Communication Skills

Recognition of Relevant Communication Elements:

Practical strategies to identify key components of effective communication within work groups

Role of context and environment in communication

2. Strategies for Effective Communication

General Communication Strategies:

Techniques for clear and concise communication

Active listening and its importance

Feedback Mechanisms:

How to provide and receive constructive feedback

Fostering a positive feedback culture

3. Managing Challenging Conversations

Conflict Resolution and Breaking Bad News:

the SPIKES model and practical tips

Techniques to maintain composure and achieve positive outcomes

Case Studies and Role-Play:

Simulated scenarios to practice conflict resolution skills/delivering bad news

Group discussions on handling real-life challenging conversations

4. Psychological Mechanisms and Personal Growth

Interpersonal Relationships:

Overview of psychological mechanisms involved in virtuous and vicious cycles

Theory of Mind, empathy, and emotional intelligence

Personal Growth:

Psychology of personal development and growth

Strategies for stress management and resilience in the workplace

Prerequisites

None

Teaching form

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 term

Assessment method

Office hours

To make an appointment, please contact the lecturers:

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Sustainable Development Goals

GOOD HEALTH AND WELL-BEING
