UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Dinamiche dei Processi Lavorativi

2526-2-K0101D011

Aims

CLINICAL PSYCHOLOGY - Group psychology, leadership, group dynamics. Report writing and creative reflection as metacognitive tools in group activities. Psychological and individual differences, motivation in team work. ECONOMIC AND WORKING SOCIOLOGY PROCESS – The heterogeneity as a source of difficulty/wealth in professional contexts. The diversity management as a useful tool for the management of multicultural groups.

Specifically:
Knowledge and Understanding
The student will comprehend the essential principles of group psychology and dynamics in professional settings, understand the concept of leadership and the influence of psycho-attitudinal variables in managing work groups, and understand the key concepts of heterogeneity and diversity management in the context of managing multicultural groups.

Applied Knowledge and Understanding
The student will apply observation and analytical techniques to evaluate group dynamics in professional settings, employ relational and reflective strategies to enhance group facilitation and leadership, and implement concepts of diversity management to address cultural diversity within work groups.

Independent Judgment
The student will acquire the ability to critically assess relational and motivational dynamics in work groups, identify the advantages and challenges of heterogeneity in professional settings, and formulate informed judgments on optimal strategies for managing multicultural teams.

Communication Skills
The student will effectively communicate with colleagues, professionals, and patients about the regulatory, ethical, and organizational dimensions of nursing and midwifery practice, engaging in discourse about ethics and critical reflection on resource utilization.

Learning Skills

The student will acquire the requisite skills for clear and appropriate communication in group and leadership activities within professional settings, employ effective communication strategies to resolve conflicts and enhance group cohesion, and facilitate the exchange of experiences and reflections in multicultural groups.

Contents

General aim of the course: to provide psychological and socio-cultural knowledge for understanding interpersonal group dynamics and to develop team-work and group management skills.

Detailed program

CLINICAL PSYCHOLOGY – (1) Group psychology in working environment: general presentation: group taxonomy, group structure; group dynamics (interaction, processes); communication (guidelines, skills, protocols); personality differences and group activities. (2) Leadership and group dynamics: leadership: definition, taxonomy; team work and team management skills; personality differences in team work and leadership. (3) Report writing and creative reflection as metacognitive tools in group activities. (4) Psychological and individual differences, motivation in team work: personality theory; empathy; motivation; emotion regulation; DBT skills useful in group activities and team work. ECONOMIC AND WORKING SOCIOLOGY PROCESS - The heterogeneity as a source of difficulty/wealth in professional contexts. The diversity management as a useful tool for the management of multicultural groups.

Prerequisites

Defined by the degree regulation.

Teaching form

Frontal lessons, individual and group practical activities.

Textbook and teaching resource

see each unit

Semester

Second year, second semester

Assessment method

Written final exam with multiple choice and open-ended questions. Ongoing pratical skills evaluation. Criteria of evaluation will be explained by the teacher for each on-going assessment.

Office hours

Agreed with teachers by e-mail.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | GENDER EQUALITY