UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Psychology of Communication in Organizations

2627-1-F5703R010

Course title

Psychology of communication in organizations

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 critically, consciously, and practically acquire knowledge related to communication processes within organizations, as well as between organizations.

Below are the specific learning objectives, in terms of both knowledge and understanding of key concepts in the field, and the ability to apply them in real-life contexts.

Knowledge and Understanding

Students will acquire solid and systematic knowledge of the basic psychological processes underlying human communication, with particular attention to the complexity of verbal and non-verbal systems of meaning and communication at both interpersonal and group levels.

Applying Knowledge and Understanding

Students will learn to use the proposed concepts and topics to analyze interpersonal communication processes, and will be encouraged to apply these skills in a variety of settings (family, friendships, professional environments).

With regard to independent judgment, the course encourages students to formulate their own opinions independently and to argue them effectively, with the goal of refining their interpretive models of communication processes.

Enhancing communication skills is a central educational goal of the course, pursued through a series of practical exercises aimed at increasing participants' awareness and ability to regulate their own communication styles.

Learning ability is stimulated through active participation in lectures and the completion of practical exercises.

Consistency with the Cultural, Scientific, and Professional Profiles Identified by the Degree Program

In terms of alignment with the cultural, scientific, and professional profiles of the degree program, the course contributes to providing future professionals in training and Human Resource Management with a set of key disciplinary and transversal competencies related to understanding the role of communication processes in organizations and managing them in a conscious and effective way.

In this regard, particular attention will be given to individual interviews, group meetings (such as meetings, focus groups, etc.), non-verbal modes of meaning and signaling (voice, facial expressions, eye contact, gestures, proxemics, chronemics, etc.), leadership, various forms of cooperation and participation, public speaking, conflict management, and negotiation processes.

Methodologies

The course combines frontal teaching (lectures and discussion supported also by Powerpoint slides) with interactive activities, including:

- Analyses of video sequences
- Practical communication tasks
- Simulations and role-playing

All the lessons (in Italian) will be face-to-face in the classrom , with 60%(34 hours) of frontal teaching and 40% (22 hours) of interactive activities.

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 we'll carry 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

There are two options of programme and bibliography (Path A-standard e Path B-with Project work):

PROGRAMME AND BIBLIOGRAPHY PATH A) STANDARD

1. Anolli L., Fondamenti di psicologia della comunicazione. Il Mulino, Bologna, (2° ediz.) 2012.
   The volume has to be prepared completely except chapters 2 and 9.

2. Scatena, S., Psicologia del personal branding. Milano, Vita e Pensiero, (2022).

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

PROGRAMME AND BIBLIOGRAPHY PATH B) WITH PROJECT WORK

The programme and bibliography in this path consist of:

i.) practical activities and project work (individual and in pairs/groups) according the guidelines provided during the course.

ii.) the following bibliography:

1. Anolli L., Fondamenti di psicologia della comunicazione. Il Mulino, Bologna, (2° ediz.) 2012.
   The volume has to be prepared except for the following parts:

- chapters 2, 6 and 9
- in chapter 1 NO the paragraphs 4.3 e 4.4
- in chapter 3 NO the paragraphs 1.1, 1.2, 3.1; the part on “Il caso della polisemia e la somiglianza di famiglia” (pag. 109-110-111); par. 7.1, 7.2, 7.3.
- in chapter 4 NO the paragraphs 4.1 and 4.2, par. 7.1, 7.2, par. 9
- in chapter 7 it has to be prepared Section 1 + 1 section of choice among the following four: Section 2 (Comunicazione ironica), Section 3 (Comunicazione seduttiva), Section 4 (Comunicazione menzognera), Section 5 (Comunicazione patologica)

2. Scatena, S., Psicologia del personal branding. Milano, Vita e Pensiero, (2022).
   The volume has to be prepared completely except chapters 3 and 6.

Assessment methods

Oral exam, according to the programme path chosen.

Path A) STANDARD

Oral exam focused on the discussion of the topics of the indicated bibliography. As for the topics proposed in the course bibliography and the materials discussed during the course, the assessment will focus on the coverage of the theoretical models presented, the ability of critical reflection and application to contexts of interpersonal communication.

Path B) WITH PROJECT WORK
Oral exam focused on the discussion of the topics of the indicated bibliography and of the activities and project work. 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 and application to contexts of interpersonal communication, as well as the ability to connect the theoretical aspects with the practical experiences carried out within the project work.

Office hours

On Thursdays 11.00 a.m. (with previous contact and confirmation by e-mail).

Programme validity

Two academic years.

Course tutors and assistants

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING