



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Analisi e Intervento nei Contesti Organizzativi

2627-2-E2006P019

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#### Learning area

**2: Psychosocial aspects underlying communication.**

#### Learning objectives

The course aims to develop competencies about the management of professional learning path starting from the context analysis to define the organizational needs, design of the course based on some soft-skills/organizational behaviours (i.e. leadership, teamwork, storytelling ecc.), execute some training activities and how to assess a learning path.

The course will enable participants to use and choose tools and methods that fit more.

Specifically the learning goals are about the acquisition of knowledge and awareness of the key concepts about the organizational learning. In addition the course provides skills and competencies about the designing and executing phases.

#### *Knowledge and understanding*

- Provide theoretical elements of orientation and familiarization with training processes.
- Reflect and be aware of the possible learning models of adults inserted in organizational contexts to understand and intervene in the relationships between the individual and the organization.
- Facilitate the reading and understanding of the training dynamics in work contexts and of the socio-psychological variables solicited within a training course.
- Understand the function of training in the organization.
- Study the main training tools available to a classroom trainer.

#### *Applying knowledge and understanding*

- Train the ability to read and understand group dynamics.
- Train the use of training tools available to a classroom trainer.
- Enhance the organizational analysis skills aimed at defining the problem and the consequent planning of training interventions.
- Develop skills in planning a training intervention based on the experience carried out in the laboratory and through the construction of a "real project" of training intervention.

### ***Autonomy of judgment***

- Develop critical thinking in organizational analysis and evaluation of application scenarios by questioning one's own ways of reading a given situation, group discussions and exercises.

### ***Communication skills***

- Train own ability to communicate information, ideas, problems and solutions in a clear and conscious way with the team.
- Present a project work in plenary through a business simulation.
- Develop active and empathetic listening, based on understanding and questioning one's own points of view.

### ***Learning ability***

- Know the learning styles of adults working in organizational contexts.
- Recognize one's own learning style in order to develop a meta-capacity for self-learning, strengthened by greater critical awareness and a renewed theoretical-conceptual and methodological sensitivity.

## **Contents**

### **Detailed program**

### **Prerequisites**

### **Teaching methods**

### **Assessment methods**

### **Textbooks and Reading Materials**

### **Sustainable Development Goals**

GENDER EQUALITY | DECENT WORK AND ECONOMIC GROWTH | INDUSTRY, INNOVATION AND INFRASTRUCTURE

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