UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Leadership, Relationships and Communication

2627-1-K0102D005-K0102D00503

Aims

The course aims to provide students with theoretical and practical knowledge related to leadership processes, professional relationships, and communication within healthcare settings. Upon completion of the course, students will be able to apply effective communication strategies, promote positive professional relationships, exercise collaborative leadership, manage work teams, and support decision-making and organizational processes aimed at improving the quality of care.

Contents

Foundations of leadership and communication in healthcare organizations. Interpersonal and organizational communication. Professional relationships with patients, caregivers, and multiprofessional teams. Effective communication, conflict management, negotiation, and decision-making processes. Relational leadership and team development.

Detailed program

The course explores the main theoretical models of leadership and communication applied to healthcare contexts. Students will examine verbal and non-verbal communication processes, active listening strategies, feedback, assertive communication, and communication approaches in complex situations. The course addresses the principles of the helping relationship, communication with patients and families, interprofessional collaboration, and team management. Particular attention will be given to conflict management, negotiation, motivation, communication management, shared decision-making processes, and the role of leadership in promoting organizational well-being, patient safety, a culture of quality, and organizational change. Students will also explore relational leadership approaches aimed at strengthening teamwork, enhancing professional collaboration, and

supporting effective healthcare organizations.

Prerequisites

As defined by the Academic Regulations.

Teaching form

Lectures.

Textbook and teaching resource

Provided by the teacher.

Semester

First year, second semester.

Assessment method

The assessment method will be communicated in detail by the teacher.

Office hours

By appointment, arranged via email with the teacher.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | GENDER EQUALITY | REDUCED INEQUALITIES | PEACE, JUSTICE AND STRONG INSTITUTIONS