# Psychology of Intervention in the community

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***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

Within increasingly complex scenarios, organisations today face multiple demands for change and are called upon to handle crises and transformations of varying predictability. Considering these aspects, the course aims to a) teach students the main theories and methodologies of psychological intervention useful in helping and accompanying change within organisational contexts; b) build students' critical analytical skills in psychological interventions aimed at different organisational contexts; and c) support students' reflection on the psychologist's role and skills regarding organisations, in order to benefit their career path.

At the end of the course, students will be able to:

* Describe different conceptual and theoretical frameworks related to the topic of change and learning in organisations;
* Understand what psychological and relational dimensions are at stake in the process of analysing demand and designing an intervention for organisations;
* Develop the basic analytical and design skills for psychological interventions in various organisational contexts;
* Explore in depth the main characteristics of role and psychological skill at stake in the intervention;
* Reflect on the different professional positions of organisational psychology in order to consolidate their orientation and growth path.

***COURSE CONTENT***

The course will explore the main forms and methods of psychological intervention for profit and non-profit organisations, producers of goods and/or services. In addition to the theoretical content, cases and intervention practices will be explored, ranging between role consultancies, training, action research, and assessments aimed at developing human resources.

Unit 1: Scenario and definition of the course topics

* Characteristics, challenges and opportunities in the current socio-economic scenario
* Change and organizational change
* Course topic

*Unit 2: Demand and object of work*

* The analysis of demand according to the psychosociological approach
* Intervention questions

*Unit 3: Training*

* Definition
* The logic of a training intervention
* Training according to the psychosociological approach
* Designing training

*Unit 4: Organisational consultancy*

* Consulting models
* Process consulting

*Unit 5: Evaluation*

* The meanings of evaluation
* Evaluation tools
* Evaluation models
* Evaluation according to the psychosociological approach

***READING LIST***

Reading list for the path based on theoretical materials and on the production of a paper

Students will prepare for the exam using the following materials.

* E. Schein, *Consulenza di processo*, Raffaello Cortina, Milano, 2001.
* G. Quaglino, *Formazione – I metodi*, Raffaello Cortina, Milano, 2014 (two methods of choice)
* Preparation of a group or individual paper to explore in depth a concrete type of psychological intervention.

*Reading list for the text-based path*

Students will prepare for the exam using the following materials.

* E. Schein, *Consulenza di processo*, Raffaello Cortina, Milano, 2001.
* G. Quaglino, *Formazione – I metodi*, Raffaello Cortina, Milano, 2014 (four methods of choice)
* A. Levy - E. Enriquez- J. Barus-Michel, *Dizionario di psicosociologia*, Raffaello Cortina, Milano, 2002, (entries: Organizzazione, Formazione, Cambiamento, Domanda)

***TEACHING METHOD***

The course will include active and participatory teaching methods in addition to the more theoretical aspects. Specifically, the following tools will be used:

* lectures;
* case analyses;
* group work;
* testimonials.

***ASSESSMENT METHOD AND CRITERIA***

An oral exam. The oral exam will consist of an individual interview aimed at verifying the articulation and quality of the student's knowledge of the reading list materials and their specialised vocabulary, as well as their ability to draw links between theory and practice and between the course experiences/content and professional skills. A basic theoretical knowledge will earn a mark between 18 and 20; a good theoretical knowledge and command of the specialised vocabulary will earn a mark between 21 and 25; and a theoretical command in drawing links between contents/practice/experiences will earn a mark between 26 and 30.

***NOTES AND PREREQUISITES***

Being introductory in nature, there are no prerequisites for attending the course.

Further information can be found on the lecturers’ webpage at http://docenti.unicatt.it/web/searchByName.do?language=ENG, or on the Faculty notice board.