# Methods and Techniques to Work with Groups and Organisations

## Prof. Chiara D'Angelo; Prof. Emanuele Testa

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

The course has two aims:

* provide students with an overview of the main methods of psychological intervention with groups and organisations, with specific reference to their application in different social and organisational contexts, as well as the relevance of their use in the theoretical frames of reference.
* promote the development of skills for the design and use of main tools in psychological interventions with groups and organisations.

At the end of the course, students will have a thorough knowledge of the main methodologies of psychological intervention with groups and organisations, as well as some of the techniques to be used. Students will also be able to apply that knowledge and develop psychological projects and interventions to support groups and organisations.

***COURSE CONTENT***

The course includes:

* an initial theoretical investigation of the main **approaches** to psychological interventions with groups and organisations, with particular reference to the psycho-social sphere;
* a presentation of the **macro-typologies of intervention** with groups and organisations: counselling, training, research;
* analysis of the main **recursive elements of interventions** with groups and organisations: customer system definition, demand analysis, problem building, definition of work items, design, implementation and evaluation of the intervention;
* an in-depth exploration of certain **tools for working** with groups and organisations: eg. managing business meetings, conducting focus groups, managing mutual aid groups, developing surveys, participatory observation, preparing intervention return reports.

***READING LIST***

***Mandatory texts.***

* Kaneklin C. *Il gruppo in teoria e in pratica (Part 2*). Raffaello Cortina Editore (2010).
* Quaglino G.P. - Casagrande S. - Castellano A., *. Gruppo di lavoro. Lavoro di gruppo, (First part)* Raffaello Cortina Editore, 1992.
* Scaratti, G. (edit by). *La ricerca qualitativa nelle organizzazioni: pratiche di conoscenza situata e trasformativa.* Raffaello Cortina Editore, 2021.

***For non-attending students, the following must be added:***

Kaneklin, C., Scaratti, G. *Formazione e Narrazione*. *Costruzione di significato e processi di cambiamento persinale e organizzativo.* Raffaello cortina Editore. (1998).

***One of the texts among those presented at lectures***

* Ajello, F., Mora, F., *Il bilancio di competenze. Conoscere se stessi e capire le organizzazioni,* Carocci (2004).
* Amovilli, L. *Noi e loro***.** Gruppi di lavoro nelle organizzazioni. Raffaello Cortina Editore (2006).
* Castiello D’Antonio A. *Interviste e colloqui nelle organizzazioni*. Raffaello Cortina Editore (only the third and fourth part) (2015).
* Cortese C. G., Di Carlo A.,*La selezione del personale*. *dalla ricerca all'inserimento in azienda: come scegliere il candidato migliore*, Raffaello Cortina Editore
* Cunliffe, A.L., *Il management. Approcci, culture, etica.* Raffaello Cortina (2017).
* Neri, C.,*Gruppo*. *(new edition)*, Raffaello Cortina Editore (only up to page 210, excluding Appendix and Glossary) (2017)
* Kaneklin, C., Scaratti, G. *Formazione e Narrazione*. *Costruzione di significato e processi di cambiamento persinale e organizzativo.* Raffaello Cortina Editore. (1998).
* Schein E.H., *La consulenza di processo. Come costruire le relazioni d'aiuto e promuovere lo sviluppo organizzativo,*Raffaello Cortina (2011).
* Schein, E., *Lezioni di consulenza*, Raffaello Cortina Editore. (1992)
* Steinberg, D., M. *L’auto/mutuo aiuto. Guida per facilitatori di gruppo*. Erickson (2002).
* Sutcliffe, K.M., Weick K.W., *Governare l'inatteso. Organizzazioni capaci di affrontare le crisi con successo.* Raffaello Cortina (2010).

***TEACHING METHOD***

Lectures, using the following teaching devices:

* in-depth theoretical and conceptual insights;
* presentation and analysis of intervention cases studies;
* practical tutorials and activities in small groups;
* presentations by interlocutors from various socio-organisational contexts.

All materials will be made available on the Blackboard platform.

***ASSESSMENT METHOD AND CRITERIA***

The exam comprises an oral interview divided into:

* an oral discussion of a case study (presented by the lecturers during the exam) for which students will be asked to present an intervention proposal, including a specification of the most suitable tools for its execution;
* a number of questions covering course content, aimed at verifying students' knowledge of the methodologies and tools used in psychological interventions with groups and organisations in specific social and organisational contexts.

To achieve a sufficient assessment for their case discussion, a student must demonstrate their understanding of the coordinates of the case presented and, on the basis of these, an ability to advance and motivate any psychological intervention hypotheses identified, and plan the phases and tools to be used in each of these.

To pass the exam, it is also necessary to obtain a more than sufficient assessment on the exam programme questions, which will cover both the compulsory texts and the text chosen by the student.

***NOTES AND PREREQUISITES***

A good knowledge of the basics of Work and Organisational Psychology and group psychology are prerequisites for the course.

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