# Psychological Skills in Crisis Management

## Prof. Fabio Sbattella

COURSE AIMS AND INTENDED LEARNING OUTCOMES

The course aims to present the psychological skills needed to manage crises and emergencies.

Knowledge and understanding

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

distinguish the different categories of risk, the different levels of emergency and crisis;

identify and analyse the mental processes that accompany accidents, disasters, catastrophes, pandemics and wars.

Ability to apply knowledge and understanding

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

develop interventions to prevent crisis situations related to factors external to the person.

COURSE CONTENT

The course will first address the issue of defining emergencies and crises. It will then address the strategies needed for building constructive attitudes towards well-being and the protection of life. Through the examination of the role of emotions and social relationships, the integrated mental processes that underlie behaviours during a crisis will be discussed.

Finally, a number of international intervention procedures and guidelines for psychological intervention before, during and after emergencies will be examined.

***READING LIST***

F. Sbattella, *Manuale di Psicologia dell 'Emergenza,* Franco Angeli, Milan, 2020 (NEW EXPANDED EDITION).

F. Sbattella (Ed.), *Terrorismo. Vittime, contesti e resilienza*, EDUCatt, 2019.

Students attending lectures are also asked to study the materials presented in class, while non-attending students are asked to read the following additional text:

F. Sbattella, *Persone scomparse: aspetti psicologici dell’attesa e della ricerca,* Franco Angeli, Milan, 2016.

TEACHING METHOD

The course includes lectures, discussion of clinical cases and video materials, personal insights.

ASSESSMENT METHOD AND CRITERIA

There will be a written exam and an oral exam if necessary.

The written part includes targeted questions, to be answered in thirty minutes and relating to the texts. The assessment is aimed at verifying the achievement of the course aims.

The assessment criteria include: completeness and accuracy of preparation; understanding of the concepts presented and their connection in an integrated semantic lattice.

NOTES AND PREREQUISITES

Prerequisites

The student must possess knowledge of the mental functions studied in General Psychology and the relational processes studied in Social Psychology.

Should the current Covid-19 health emergency not allow face-to-face teaching, remote teaching will be carried out following procedures that will be communicated in good time to students.

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.