# Psychological Interventions for Organisations

## Prof. Laura Galuppo

COURSE AIMS AND INTENDED LEARNING OUTCOMES

Organisations are called upon to manage more or less predictable transformations and pose multiple questions for change and development. In light of this scenario, the course intends to a) deepen the theoretical and methodological approaches for developing individual, group and organisational change and learning; b) analyse and compare possible examples of psychological interventions aimed at different organisational contexts; c) promote reflection on the role and skills of the organisational psychologist.

Intended learning outcomes

Knowledge and understanding

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.

- Conceptualise and orient between different types and approaches to psychological interventions for organisations.

- Understand what psychological and relational dimensions are at stake in the process of analysing demand and designing an intervention for organisations.

- Define the main characteristics of the 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 organisational psychological intervention, through the following contents:

* Organisation, change and learning: a psychological point of view
* Types, approaches and levels of intervention (individual, group, organisational)
* Developing the intervention: stages and methodologies/work tools
* The dynamics of the intervention
* The organisational psychologist: professional skills and practices.

The course will comprise two modules, however, the lecturers will alternate in all programme units in order to better manage the lectures and teaching activities. The course programme is structured as follows:

Unit 0

Presentation

Training and professional expectations

Training pact

Unit 1

Organisation

Organisational metaphors and cultures.

Further in-depth study

Unit 2

Adult learning: comparing concepts

Learning and defences

Further in-depth study

Unit 3

Types of psychological interventions for organisations

The psychologist's tools and skills for organisations

Further in-depth study

Unit 4

Interview and meetings

Observation and listening

Group

Further in-depth study

Unit 5

Training and consultancy

The logics of training and consulting interventions

Planning training and consulting interventions

Assessing training and consulting interventions

Further in-depth study

Unit 6

Conclusion

Verification of expectation satisfaction

Note: By "Further in-depth study", we mean the setting up of testimonies and practical exercises (e.g. case analyses, role-playing) inherent to the topic contents and theoretical contributions provided.

READING LIST

*Reading list based on the theory and the writing of a paper*

Students will have to study the following teaching material for the exam.

* Blackboard
* G. Blandino, B. Granieri, *La disponibilità ad apprendere*, Raffaello Cortina, 1995 (First part).
* In addition, they will have to study the textbook: A. Levy - E. Enriquez- J. Barus-Michel (2002). *Dizionario di psicosociologia*. Milan: Raffaello Cortina. [entries: Formazione, Cambiamento, Domanda]
* Students will have to write a paper (either individually or in small groups) consisting in an in-depth study of a real psychological intervention case.

*Reading list based on textbooks*

Students will have to study the following teaching material for the exam.

* G. Blandino, B. Granieri, *La disponibilità ad apprendere*, Raffaello Cortina, 1995 (First part).
* In addition, they will have to study the textbook: A. Levy - E. Enriquez- J. Barus-Michel (2002). *Dizionario di psicosociologia*. Milan: Raffaello Cortina. [entries: Organizzazione, Formazione, Cambiamento, Domanda, Osservazione partecipante]
* Also, they will have to study the textbook: C. Kaneklin - F. Olivetti Manoukian (2013). *Conoscere l’organizzazione*. Rome: Carocci. [second part]

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;

- role-playing and analogous tutorials;

- testimonials;

* group work.

At the beginning of the course, groups will be set up with the aim of processing, researching and exploring more deeply the issues and problems faced.

Students are required to use the Blackboard systematically, both for receiving the teaching materials sent by lecturers, and for sending and collecting individual and/or group contributions by those students engaged in processing and practical activities between one week of lectures and another.

ASSESSMENT METHOD AND CRITERIA

An oral interview in which four types of questions will be asked, relating respectively to: a) acquisition of notions; b) understanding of concepts; c) personal re-elaboration skills (for example through critical judgments on the contents studied); d) ability to draw links between theory and practice, between experiences/contents covered in the course and professional skills, and between related courses.

Through the interview, students must first demonstrate knowledge of the information, distinctions and key concepts covered in the course, and know how to orient themselves between the topics and basic questions discussed during lectures, with particular attention to the proposed exercises and testimonies. The students with a basic knowledge of the theory will get a mark between 18 and 20; those showing a good knowledge of the theory and an appropriate use of the terminology will get a mark between 21 and 25; with an extensive knowledge of the theory and the ability to find links between topics/practice/experiences, students will get a mark between 26 and 30.

NOTES AND PREREQUISITES

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

In case the current Covid-19 health emergency does not allow frontal teaching, remote teaching will be carried out following procedures that will be promptly notified 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.