# 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

Assessment method

A written exam; a subsequent oral interview is possible only in the event that the Examination Committee deems it necessary to verify the reliability of the exam result. The exam consists of three open-ended questions, of equal weight, to be answered in forty-five minutes.

Assessment criteria

In the written exam, students will have to demonstrate their knowledge of the information, distinctions and key concepts of the discipline, covered in the general section of the course. They must also demonstrate an ability to orient themselves between the topics and fundamental issues discussed during lectures. Within this context, emphasis will be placed on the course readings, to be carried out in a timely and complete manner, and supplemented with the set of proposed materials and the course lectures.

The assessment will focus on the relevance, completeness and correctness of the student's answers, on their understanding of the concepts and appropriate use of the specific terminology, on the reasoned and coherent structuring of their discourse, and on their ability to identify conceptual links and open questions.

NOTES AND PREREQUISITES

Notes

Course attendance, although not mandatory, is strongly recommended.

Bibliographic and specific in-depth materials, useful for achieving the teaching objectives, will be provided during the lectures and made available online on the Blackboard platform.

Prerequisites

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

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