**-. Psychology of Educational Processes and Organisational Consultancy**

Prof. Barbara Bertani

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

The course aims to introduce students to the dynamics of the training process and the different approaches to counselling. The aim is for students to be able to critically apply a number of consulting practices in work contexts, presenting the most widely used methodologies in organisations.

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

- possess an organic framework of fundamental knowledge regarding organisational consultancy;

- know and develop applied understanding skills that allow them to carry out training processes and follow the design of a selection process;

- observe different organisational situations, interpreting their needs and planning a training intervention;

- identify and implement consultancy interventions in various organisational contexts.

AIMS

The course aims to:

- provide a general understanding of the theoretical references relating to training and the different approaches to counselling in work and organisational contexts;

- develop, through a psychosociological approach, an organisational intervention attentive to the relationship between the consultative approach, the methods of knowledge co-production, and the transformation processes activated;

- provide students with an analysis of the demand for organisational consultancy interventions aimed at promoting the development of the individual, the group and the organisation.

INTENDED LEARNING OUTCOMES

Knowledge and understanding

Knowing and understanding the methodological-applicative aspects of an organisational consultancy process

Ability to apply knowledge and understanding

Knowing how to apply the knowledge acquired in an organisational consultancy process

Knowing how to use the techniques and tools that characterise the demand analysis

Knowing how to apply one's skills to identify solutions and to support

and argue their choices in the context of the consultancy process

Knowing how to apply one's skills to identify suitable solutions for a training process

Autonomous judging skills

Being able to propose one's own evaluation to design a training process

Being able to formulate one's own evaluation and/or judgment based on the interpretation of data collected in an organisational consultancy process

Communication skills

Knowing how to communicate information and ideas effectively, as well as discuss problems and solutions.

***COURSE CONTENT***

Unit 1

Organisational metaphors

Training: the benchmarks

Imitative, bridging, supplementary, maturative training

Training methods and tools

Unit 2

Organisation: definition

The organisational variables

Organisational culture

Organisational climate

Unit 3

Learning: models compared

Relationship between theoretical models and learning situations

Learning from experience

Unit 4

The group: definition

Structural and process variables of the working group

Kurt Lewin and the group

Field theory

Unit 5

Wilfred Bion and the group

Basic assumptions

Observation grids

Unit 6

Edgar Schein and organisational consulting

Information or Skills Acquisition Model

Unit 7

Doctor-Patient Model

Process Consulting Model

Unit 8

Demand analysis

The ISO triangle

Narration

Unit 9

Demand analysis: the case of the suspicious mother

Demand analysis: the SERT case

Unit 10

Evaluation of the training process: methodologies and tools

***READING LIST***

B. Bertani - L. Manetti (Eds.), *Psicologia dei gruppi*. *Teorie, contesti e metodologie di intervento,* FrancoAngeli, Milan, 2007 (second and third parts).

R. Carli - RM Paniccia*, Analisi della domanda Teoria e tecnica dell’intervento in psicologia clinica*, Il Mulino, Bologna, 2003, First two chapters.

E. Schein, *La consulenza di processo,* Cortina, Milan, 2001.

***TEACHING METHOD***

Lectures, using the following teaching devices:

- in-depth comprehensive theoretical and conceptual insights;

- presentation and analysis of cases;

- tutorials and practical activities in small groups;

- testimonies of interlocutors from different organisational contexts.

All materials will be made available on the Blackboard platform.

***ASSESSMENT METHOD AND CRITERIA***

An oral assessment aimed at verifying students' knowledge of the contents, and their applicability in specific contexts. Questions are expected from the lecturer to evaluate the student's reasoning skills and analytical rigour on the topics covered by the course, as well as their command of the language and communication skills.

***NOTES AND PREREQUISITES***

There are no prerequisites for attending the course.

**Should the current Covid-19 health emergency not allow face-to-face teaching, remote teaching will be guaranteed using methods that will be communicated in good time to students**.

Information on office hours available on the teacher's personal page at http://docenti.unicatt.it/.