

Degree Course in Physiotherapy

INTEGRATED COURSE: GENERAL PSYCHOLOGY AND SOCIOLOGY

CFU: 6

SSD: M-PSI/01, M-PSI/06, SPS/08

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MODULE: GENERAL PSYCHOLOGY

CFU: 2

SSD: M-PSI/01

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MODULO : WORK AND ORGANIZATIONAL PSYCHOLOGY

CFU: 2

SSD: M-PSI/06

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MODULE :SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

CFU: 2

SSD: SPS/08

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PREREQUISITES

No preliminary knowledge is required before the beginning of the lessons

LEARNING OBJECTIVES

GENERAL PSYCHOLOGY

The course is intended to provide basic psychological knowledge concerning cognitive functioning and human behavior. The aim is to offer a theoretical framework to improve the ability to understand and interact with both patients and their relatives.

WORK AND ORGANIZATIONAL PSYCHOLOGY

At the end of the teaching the student will be able to understand the psychological implications of behaviors, thoughts and feelings of workers about their work, especially in the health care systems. The student will understand the implications of motivational processes, leadership, training in work management and learning and how these issues influence the well-being and effectiveness of healthcare professionals, groups and health care organizations.

SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

- *Provide students with the basics of Sociology in the area of Cultural and Communicative processes and provide innovative tools for Cultural and Communicative analysis of the online and offline environment from the interdisciplinary perspective of Digital Sociology*
- *Provide the Health professional of the future with a flexible, adaptive, agile mindset ready to grasp the deepest meaning of a sustainable digital transformation and the innovative impact that derives from it at a socio-cultural and communicative level, at a micro, meso and macro dimension.*
- *Learn the context and understand the culture in which new communication models and new digital strategies are designed through innovative transdisciplinary holistic models based on case studies such as the 'Four Paradigm Model'.*
- *Analyze and develop communication skills in the digital ecosystem.*

LEARNING OUTCOMES

GENERAL PSYCHOLOGY

At the end of the course the students will be able to understand the basis of different theoretical approaches in psychology and to elaborate and integrate knowledge about the human mind and behavior in relation to the professional practice and emotional involvement with patients. Students will acquire the skills necessary to assist people by knowing the cognitive, adaptive and emotional processes in healthy individuals and patients facing acute, chronic and chronic/degenerative disease processes.

WORK AND ORGANIZATIONAL PSYCHOLOGY

Knowledge and understanding

- *- knowing the role of attitudes at work and within a work relationship (job satisfaction, organizational commitment, attitudes and behavior, etc.)*
- *- knowing the different theoretical approaches of role of motivation inside the workplace (goals and self-regulation, self-concept and individual differences in motivation, etc.)*
- *- knowing the role of the training of the worker and his development to enhance the working skills (transfer of learning, evaluation of training, factors that influence performance, etc.)*
- *- knowing the genesis of work stress and the effects of well-being at work (the consequences and the cost of work stress, interventions to promote the well-being of employees, etc.)*
- *- knowing the leadership and the different leadership styles and the most effective in different health care settings*
- *- knowing what determines the quality of health care in the complexity of a changing health care system.*

2) Applying knowledge and understanding

- *- Knowing how to apply their knowledge both to identify problems related to work organization and to propose solutions*
- *- Knowing how to implement the main training and learning strategies aimed at fostering one's own professional growth*

- *- Managing the emotions involved in the relationship with the leadership, with other colleagues, with patients*
- *- Implement the determinants that favor the quality of health care provided*

3) Making judgments

- *- being able to formulate their own evaluation or judgment on the organizational well-being inside health care organization, based on their specific knowledge in the field of work psychology and on the basis of the interpretation of the information available*
- *- knowing how to observe and collect additional information to achieve greater knowledge and awareness of the elements to be considered in the organizational context*
- *- knowing how to evaluate the type of leadership and the possible outcomes inside an organizational setting*
- *- Knowing how to recognize and evaluate work stress*
- *- Knowing how to evaluate the training programs offered and evaluate the possible positive repercussions on one's own professional growth*
- *- to be able to recognize and evaluate the fundamental determinants of quality in health care.*

4) Communication skills

- *- knowing how to effectively communicate information and ideas with colleagues and leaders, discuss problems and propose solutions.*

5) Learning skills

- *- developing the learning skills necessary for constant updating in one's profession*
- *- having the ability and competence to draw on bibliographical sources relating to evidence based practice, to constantly update and acquire new skills*
- *- being able and having the learning skills necessary to undertake subsequent courses*

SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

Knowledge and understanding: *The student - through participation in the lectures and practical activities of the course - will have developed knowledge relating to the cultural and communicative paradigms of complex society and the understanding of their change in the transition from the modern age to the 3.0 era (Digital Cultural Transformation) with particular regard to the impact of digital technology (e.g. AI, IOT, 5G) on society and on the individual; the ability to understand the difference between the 4 paradigms of digital transformation and their impact on society, knowledge of new online and offline communication methods. At the end of the course, a written test will be held in order to verify the acquisition of these skills.*

Ability to apply knowledge and understanding: *The student will acquire the ability, in the cultural and digital mindset fields, to apply sociological paradigms such as relationship, trust and complexity to the digital ecosystem within which organizations develop their Digital Transformation strategies; The student will acquire the tools and method of the Four Paradigm Model – being able to interpret, apply and present the reference communicative-cultural interpretative models, but also develop practical projects.*

Specifically, the student will have the opportunity to collaborate with h/er colleagues to identify cases of application of the paradigms to the world of Health.

Making judgements: *The student, through the use of the methodologies learnt during the course, will have acquired the ability to analyze problems and the ability to identify the information necessary for their solution. Specifically, problem-solving, self-management, teamwork, relationship and communication skills will be adequately developed, which will enhance and make disciplinary skills more usable.*

Communication skills: *At the end of the course the student will acquire a good command of the socio-technical-communicative vocabulary of the subject. Through participation in the various activities of the course - lessons with classroom discussions, written tests, and laboratories - the student will learn to put these communication skills into practice in different contexts, thus acquiring further rhetorical and argumentative skills, essential for their professional career.*

Learning skills: *The knowledge acquired during the course will allow the student a good level of understanding and independent interpretation of cultural and communication models and of adaptation to the context of health, specifically regarding the world of physiotherapy. The student will develop a good knowledge of the fundamental aspects of the subject which will allow him to continue to study independently the topics addressed and to undertake post-graduate professional training courses.*

COURSE SYLLABUS

GENERAL PSYCHOLOGY

The General Psychology course intends to give the student the theoretical knowledge and methodological basis for understanding the human brain and behavior.

Topics covered:

- The science of psychology: the nature and definition of psychology, theoretical models, methods of research, the brain and behavior.*
- Sensation and perception: Sensory processes, sensory systems, Illusions, Pattern recognition, the Gestalt principles, Face perception.*
- Consciousness: Attention, attention as a filter, automatic and controlled attentive processes, circadian rhythms, sleeping, drug induced states.*
- Learning: the role of experience, classical conditioning, operant conditioning.*
- Memory: short-term memory, working memory, long-term memory. Encoding, storage and retrieval of information, forgetting.*
- Language and thinking: properties and structures of language, understanding and producing language, theories of knowledge, concepts and propositions, reasoning, problem solving, decision-making.*
- Motivation and emotions: theories of motivation, theories of emotion, emotion-cognition interactions, positive emotions.*
- Lifespan development: cognitive, social and emotional development, social thinking, social influence and behavior in groups.*

- Health psychology: stress, pain, health promotion and illness prevention.
- Psychological disorders and treatment

WORK AND ORGANIZATIONAL PSYCHOLOGY

The contents of the program will be divided into the following teaching units, equal to a total of 20 hours of classroom lessons:

- attitudes at work and work relationship (job satisfaction, organizational commitment, attitudes and behavior, etc.)
- approaches to motivation in the workplace (goals and self-regulation, self-concept and differences in motivation, etc.)
- training and development (transfer of learning, assessment of training, factors that influence performance, etc.)
- stress and well-being at work (the consequences and the cost of work stress, interventions to promote employees' well-being, etc.)
- leadership
- quality of health care in the complexity of a changing health care system.

Syllabus SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

The purpose of this course is to guide students towards understanding the deeper levers of a Digital Transformation (DT) which today must combine profit with sustainable social impact, particularly in the world of health and healthcare organizations. To this end, students will be involved in exploring the cultural-communicative, technological-social and marketing evolution that takes place around their lives, revealing the ultimate meaning of 'patient-centricity' and how this cultural and communicative process strategically falls within the phenomenon of digital transformation. The achievement of these objectives is possible through the application of the Digital Transformation Social Mindset (DTSM) model, that is, a set of cultural, communicative, and organisational "social markers" based on ethical and sustainability values. Built on the guidelines of the DTSM, the Four Paradigm Model (FPM) is introduced to students as a tool for analyzing, even in comparative terms, the DT strategy of an institution. Within the FPM, the FPM Radar measures the level of DTSM, indicating areas of strength and improvements to institutions.

The following topics will be addressed, and distributed in the following modules:

Module 1: Introduction to the Course

- Course Overview
- Objectives and didactic tools of the course
- Assessment method and teaching materials
- Contact Information

Module 2: Sociology of Cultural and Communicative Processes (CCP): basics

- Why studying Sociology of CCP?
- How was it born?
- What is the Sociology of CCP for?

- *What does it deal with (key Theories, Paradigms)?*
- *Why the Sociologist of CCP in the Health sector?*

Module 3: From Digital Transformation to Digital Cultural Transformation

- *Digital Transformation and Digital Culture*
- *Cultural & Mindset Transformation and the Three Paradoxes of Change*
- *An unpredictable era at the time of Covid-19*
- *The Digital Transformation Social Mindset*

Module 4: Exploring the Digital Ecosystem via the 'Four models'

- *1st model: From Top-down to Bottom-up*
- *2nd model: Connecting Dots*
- *3rd model: Horizontality*
- *4th model: Sharing*

- *Conclusion of the Course, Rehearsal*

COURSE STRUCTURE

GENERAL PSYCHOLOGY

The course is offers 20 hours of in class lectures. The course is in English.

WORK AND ORGANIZATIONAL PSYCHOLOGY

The method of conducting the lessons is mainly frontal, amounting to a total of 20 hours of classroom lessons, in modules of 2 or 4 hours, depending on academic calendar. The teaching includes the active participation of the student in the critical discussion of the topics covered. The use of case studies and exercises and simulations carried out during the course of the lesson is foreseen. The educational objective will also be achieved through reflective or self-directed learning and through the preparation of papers to be carried out at the end of the lesson, based on teacher's decision, which will then be discussed and analyzed in the classroom. In the preparation of the exam, the student is recommended to integrate the textbook with the teaching material provided during the lesson. The teaching is entirely in English.

SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

20 hours of lectures and seminars

20 hours frontal lessons and seminars

The teaching of the course, delivered in English, follows a synchronous method.

The face-to-face lessons are interactive and, according to a participatory methodology, follow the flipped classroom method, inquiry learning and group discussions. When it is adopted the written form, the Webapp platform is adopted to stimulate a Forum.

Each lesson is set up with a theoretical part and an applied practice, through classroom work (physical or virtual, for any work carried out as a collaborative task, from home) individual and group (mini-teams) also through exploratory methodology on the web and collaborative wiki/forum on the Webapp platform.

Group work is carried out on real cases and Instant tests are launched for quick feedbacks on learning on a weekly basis.

The results of the group works are presented in the classroom: students are encouraged to prepare effective communicative presentations and to present their work in the classroom in English.

Seminars and workshops or webinars are planned by highly professional external experts as opportunities for further study and practical applications.

COURSE GRADE DETERMINATION

As stated in the Degree Course regulations, it is mandatory that students have reached a minimum of 75% attendance in order to be eligible for the exams.

The evaluation includes three multiple choice texts, one for each subject, made of 10 questions each. Each question has five alternatives of which only one is correct. The estimated time is 75 minutes.

For the final score, 1 point will be given for each correct answer; no penalty for incorrect or omitted answers. Full marks, 30/30 cum laude, will be given to those who answer 30 questions correctly. Students who, as a result of recognition of prior careers need to take partial additions to the syllabus, will do orally the exam of the module to be integrated.

The evaluation criteria adopted will be the following:

Unsuitable: Poor or lacking knowledge and understanding of the topics; limited capacity for analysis and synthesis, frequent generalizations of the required contents; inability to use technical language.

18-20: Just enough knowledge and understanding of topics, with obvious imperfections; just sufficient capacity for analysis, synthesis and independent judgement; poor ability to use technical language.

21-23: Sufficient knowledge and understanding of topics; sufficient capacity for analysis and synthesis with the ability to logically and coherently argue the required contents; sufficient ability to use technical language.

24-26: Fair knowledge and understanding of the topics; discrete capacity for analysis and synthesis with the ability to rigorously argue the required contents; Good ability to use technical language.

27-29: Good knowledge and understanding of required content; good capacity for analysis and synthesis with the ability to rigorously argue the required contents; good ability to use technical language.

30-30L : Excellent level of knowledge and understanding of the required contents with an excellent capacity for analysis and synthesis with the ability to argue the required contents in a rigorous, innovative and original way; Excellent ability to use technical language.

Exams will take place at the end of the semester. Dates will be published as soon as possible on GOMP and

on [UniCamillus website](#).

OPTIONAL ACTIVITIES

GENERAL PSYCHOLOGY

There are no optional activities

WORK AND ORGANIZATIONAL PSYCHOLOGY

There are no optional activities during the lessons.

SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

There are no optional activities during the lessons.

READING MATERIALS

GENERAL PSYCHOLOGY

Holt N., Bremner A., Sutherland E., Vliek M., Passer M., Smith R. *Psychology – The science of mind and behavior* (fourth edition). Mc Graw-Hill Education, 2019.

in italiano - Holt N., Bremner A., Sutherland E., Vliek M., Passer M., Smith R. *Psicologia generale – Capire la mente osservando il comportamento* (seconda edizione italiana). Mc Graw-Hill Education, 2019.

WORK AND ORGANIZATIONAL PSYCHOLOGY

John Arnold John & Ray Randall et al. **Work psychology. Understanding human behaviour in the workplace.** Pearson editions, 6th Ed.

For the preparation of the exam, the student is recommended to integrate with the teaching material provided during the lesson.

SOCIOLOGY OF CULTURAL AND COMMUNICATIVE PROCESSES

Padua D., *Digital Cultural Transformation. Building Strategic Mindsets via Digital Sociology.* Springer Nature, 2021.

Indications on Exam chapters: Chapter 1 (reading only); Part 1: Chapters 2, 3. Part 2: Chapter 4 (reading only), Chapters 5,6, 7.

Teaching materials posted on the Webapp platform (Slides)

Readings (Not Mandatory, not exam materials)

- K. Orton-Johnson, N. Prior, *Digital Sociology: Critical Perspectives*, Palgrave Macmillan, 2013*
- D. Lupton, *Digital Sociology*, Routledge, 2014**
- G. C. KANE, D. PALMER, A. N. PHILLIPS, D. KIRON AND N. BUCKLEY, *STRATEGY, NOT TECHNOLOGY, DRIVES DIGITAL TRANSFORMATION, Becoming a Digitally Mature Enterprise.pdf* accessible at https://www2.deloitte.com/content/dam/Deloitte/fr/Documents/strategy/dup_strategy-not-technology-drives-digital-transformation.pdf
- McKinsey, *MGI in 2019* accessible at: <https://www.mckinsey.com/~media/McKinsey/Featured%20Insights/Innovation/Ten%20highlights%20from%20our%202019%20research/MGI-in-2019-A-compendium-of-our-research-this-year-vF.ashx>
- *Open Assembly Quarterly, OAQ Report, 2019 Vol. 1, How to Thrive in the New Economy of Work*, accessible online at: <https://open-assembly.com/reports/oaq-report-2019>