Course 2: Organizational structure and processes. Conceptual models, assessment and diagnostic.
UNIVERSITY: Valencia, Barcelona, and Coimbra.
ECTS: 4

Contents:

Theoretical knowledge:

1. Organizational structure
2. Organizational technology

3 (Inter) Group processes

3. Power, conflict and cooperation
4. Communication
5. Decision making and participation and leadership
6. Climate and culture
7. Inter-organizational relations and organizational environments

Assessment skills:

8. Overview of approaches and methods for organizational analysis.
9. Human system audit
10. Organizational assessment

Didactics:

Didactic methods that will be used to improve knowledge are: lecture & questions, demonstrations, audiovisual methods, computer demonstrations, practitioner's report / guest lecture, and student reading.

Didactic methods that will be used to improve skills are: exercises (use of technique or tool), computer exercises, simulation or role playing, student assignments, student group assignments, and case studies.

Finally, in order to improve both knowledge and skills, the following didactic methods could be used: discussion meeting, small group discussion, student oral presentation, student paper, and site visit or excursion.

- Analysis in work groups of different types of organizational structures.
- Role playing of different organizational processes. Students will experience problems in group an inter-group processes (communication, conflict and cooperation, decision making)
- Development of organizational assessment's strategies by mean of case studies

Teaching materials and readings:

- Deutsch, M. (2003). Cooperation and conflict: a personal perspective on the history of the social psychological study of conflict resolution. In M.A. West, D. Tjosvold, & K.G. Smith.

International handbook of organizational teamwork and cooperative working. (pp. 9-44) Chichester, West Sussex: John Wiley & Sons.

- Dreu, C. K W De, Harinck, S. & Vianen, A.E.M Van (1999) Conflict and Performance in Groups and Organizations In C. Cooper & I. Robertson (eds.) International Review of Industrial and Organisational Psychology, vol (pp. 369-414). Chichester, U.K.: John Wiley.
- Gomes, A. D. (2000). Cultura Organizacional: comunicação e identidade. Coimbra, Quarteto Editora.
- Gomes, A. D. (2004). Individus, Cultures et Organisations. In C. Bonardi, N. Gregori, J.-Y. Menard, N. Roussiau, (Eds), Psychologie sociale appliquée: emploi, travail et ressources humaines. Paris, Editions INPRESS.
- Lourenço, P.R. & Gomes, A.D. (2003). Da pluralidade à bidimensionalidade da eficácia dos grupos/equipas de trabalho, Psychologica, 33, 7-32.
- Payne, R. (2001) A three dimensional framework for analyzing and assessing culture/climate and its relevance to cultural change. In Cary L. Cooper, Sue Cartwright, & P. Christopher Earley (Eds) The International Handbook of Organizational Culture and Climate. Chichester: John Wiley**.**
- Quijano, S. y Navarro, J. (1999): El ASH (Auditoría del Sistema Humano), los Modelos de Calidad, y la Evaluación Organizativa. Revista de Psicología General y Aplicada. 52 (2-3), 301-328.
- Stangor, Ch. (2004). Group decision making. In Ch. Stangor, Social groups in action and interaction, (pp.183-212). New York: Psychology Press.