Block 7: Organization, Intervention.

In the ENOP reference model, this course focuses on the technological or intervention area of the model, which aims at changing reality, providing the students with a theoretical knowledge and skills that make them able to plan, implement, monitor and evaluate changes and interventions in order to improve behaviours, situations, and psychosocial processes in the field of organizations.

Course: Intervention in organizations. Organizational change and development.
UNIVERSITY: Valencia, Barcelona, and Coimbra.
ECTS: 4

Theoretical knowledge:

1. Theories of organizational change and learning
2. Approaches to organizational design and redesign
3. Organizational development
4. Team development
5. Organizational changes processes
6. Conflict management and overcoming resistance to change

Intervention skills:

7. Group feedback analysis
8. Socio-technical approaches to change.
9. Technological changes in organizations.
10. Quality control and assurance
11. Communication system design

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.

- Case analysis for the diagnostic of organizational problems and design of organizational development strategies
- Students will practices in the classroom techniques for team development through role playing

- Development of a programme for the incorporation of new technologies in service industries

Teaching materials and readings:

- Muñoz Adánez (2003) Cambio y desarrollo en las organizaciones En Gil-Rodriguez y Alcover de la Hera. Introducción a la psicología de las organizaciones (pp. 259-282). Madrid: Alianza editorial
- Gil, F., Alcover CM y Barrasa, A. (2003) Intervención en las organizaciones. Introducción a la psicología de las organizaciones. En Gil-Rodriguez y Alcover de la Hera. Introducción a la psicología de las organizaciones (pp. 501-530) Madrid: Alianza editorial
- Mckenna, E.F. (2000). Organizational change and development. In E. Mckenna Business psychology and organizational behaviour. A student's handbook (pp. 498-519) New York: Taylor and Francis group.
- Mckenna, E.F. (2000) Team building. In E. Mckenna Business psychology and organizational behaviour. A student's handbook (pp 327-351). New York:Taylor and Francis group.
- Rebelo, T., Gomes, A.D. & Cardoso, L. (2003). Cultures d'apprentissage: l'échelle OCA. In C. Vandenberg, N. Delobbe et G. Karnas (Eds), Actes du XIIème Congrès de Psychologie du Travail et des Organisations (volume 2) (AIPTLF). UCL, Presses Universitaires de Louvain.