INSTITUTO POLITÉCNICO DE BRAGANÇA

Course Unit	Psychosociology			Field of study	Complementary Sciences								
Bachelor in	Biomedical Laboratory Sciences			School	School of Health								
Academic Year	2022/2023	Year of study	1	Level	1-1	ECTS credits	3.0						
Type	Semestral	Semester	1	Code	9995-550-1106-00-22								
Workload (hours)	81	Contact hours	T -	TP 30	PL -	TC -	S -	E -	OT 7,5	O -			

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s): Natalia Cordeiro Vara

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:
1. Identify the communication processes and understand the implications of interpersonal relationships in different work contexts.
2. Relate the implications of work motivation and organizational context.
3. Explain, based on practical situations, the implications of the variables associated with work stress and burnout for the individual and the organization.
4. Characterize and explain, based on case studies, the impact of leadership effectiveness in the organizations.
5. Understanding the relationship between job satisfaction, engagement, productivity, health and welfare of the professionals in the workplace.

Prerequisites

Before the course unit the learner is expected to be able to:
None

Course contents

1 -Communication processes in organizations; 2 - Motivation at work; 3 - Job satisfaction and engagement; 4 - Work stress, burnout and associated factors; 5 - Leadership and work teams in organizations;

Course contents (extended version)

1. Communication processes in organizations
   - Key elements of the communication process
   - The behavioral model of communication
   - Functions of communication - organizational level
   - Formal and informal networks of communication in the organization
   - Characteristics of different types of communication networks
   - Laws and communication barriers
   - Strategies to improve the effectiveness of communication within the organization
2. Motivation at work
   - Contributions of Hawthorne experience to the organizational context
   - Motivation and behavior
   - Maslow theory
   - Herzberg theory
   - Vroom theory
3. Job satisfaction and engagement
   - Dimensions of job satisfaction
   - Determinants of job satisfaction
   - Consequences of job satisfaction at individual and organizational level
   - Relationship of satisfaction with health and welfare of the professional
   - Engagement: vigor, dedication and absortion
4. Work stress, burnout and associated factors
   - Definition and delimitation of concepts
   - Sources of stress at work and relationship with job satisfaction
   - The dimensions and causes of burnout
   - Implications at individual and organizational level, implications for the health
5. The process of leadership and work teams in organizations
   - Personal characteristics and behaviors of the leader as predictors of leadership
   - Leadership styles and performance, intervening variables
   - Leadership and team management
   - Definition and types of groups
   - Determinants of group productivity

Recommended reading

1. Almeida, F. N. (2007). Psicologia para gestores, comportamentos de sucesso nas organizações. Lisboa: Editora McGraw-Hill
2. Carvalho Ferreira, J. M; Neves, J. & Caetano, A. (2001). Manual de psicossociologia das organizações. Lisboa: Editora McGraw-Hill
3. Bilhin, J. A. F. (2006). Teoria organizacional: estruturas e pessoas. Lisboa: ISCSP
4. Sousa, M. , Duarte, T. , Sanches, P. , & Gomes, J. (2006). Gestão de Recursos Humanos: Métodos e Práticas. Lisboa: Lidel.
5. Robbins, S. P. (2004). Fundamentos do comportamento organizacional. São Paulo: Pearson

Teaching and learning methods

Theoretical /practical classes: explanatory and reflective lessons using audio-visual aids. Analysis of practical cases from texts and viewing of excerpts from films. Guidance for the accomplishment of practical cases with application of the contents worked in the curricular unit.

Assessment methods

1. Alternative 1 - (Regular, Student Worker) (Final)
   - Case Studies - 45% (Analysis screened excerpts. Practical application of content through guiding questions.)
   - Final Written Exam - 55% (Minimum grade 8 values.)
2. Alternative 2 - (Regular, Student Worker) (Final, Supplementary, Special)
   - Final Written Exam - 100%

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Language of instruction

Portuguese, with additional English support for foreign students.

Electronic validation

Natalia Cordeiro Vara	Ana Maria Nunes Português Galvão	Maria Cristina Martins Teixeira	Adília Maria Pires da Silva Fernandes
09-11-2022	09-11-2022	19-11-2022	20-11-2022

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