UAB

Universitat Autònoma de Barcelona

Work Psychology

Code: 103502
ECTS Credits: 6

Degree	Type	Year	Semester
2500258 Labour Relations	OB	2	1

Contact

Name: Isabel Pellicer Cardona

Email: Isabel.Pellicer.Cardona@uab.cat

Use of languages

Principal working language: catalan (cat)

Some groups entirely in English: No

Some groups entirely in Catalan: Yes

Some groups entirely in Spanish: No

Teachers

Maria Teresa Lara Vila

Sergio Serrano González

Prerequisites

No prerequisite is contemplated

Objectives and Contextualisation

It's a second course subject, it has an introductory and conceptual nature and it works as a continuation of the subject of Psychology of the first year.

The general objective is to understand the relationship between the basic psychosocial processes that occur in the organizations (which we can also find in this course) and its consequences on the behaviour and the economic results. Finally, in this course we will know some processes of intervention in the area of the RR.HH.

The specific objectives are:

- Knowing what the new theoretical models in Social Psychology of Organizations are.
- Understand the basic psychosocial processes in organizations and tools for their analysis, diagnosis and intervention.
- Understand some planned development strategies in organizations.
- Know how to prepare a report from an organization describing the basic characteristics of the organization.
- Know how to carry out the design of an intervention project in the organization.
- Know how to identify the leadership styles of those responsible for a group or organizational unit, based on the analysis of their behaviors and the characteristics of the group.
- Apply theoretical knowledge practical for its resolution.
- Design evaluation and intervention tools.

Skills

- Applying techniques and making decisions in terms of human resources (remuneration policy, selection policy).
- Applying the information and communication technologies to the different areas of action.
- Designing a Welcome Handbook and documenting a training plan in relation to their needs for the collectives in charge.
- Drawing up and formalising reports and documents.
- Identifying the foundations of the main organization areas in the field of human labour.
- Identifying, analysing and solving complex problems and situations from an (economic, historical, legal, psychological, and sociological) interdisciplinary perspective.
- Organising and managing the available time.
- Producing and designing organizational strategies, developing the human resources strategy of the organization.
- Self-motivating by undertaking specific training programs to acquire new knowledge.
- Suggesting solutions for labour disputes and the situations that may arise them through mediation and negotiation.
- Working autonomously.
- Working effectively in teams.

Learning outcomes

1. Applying the information and communication technologies to the different areas of action.
2. Drawing up and formalising reports and documents.
3. Knowing how to use the appropriate tools and methodology in terms of management of Human Resources.
4. Knowing the basic elements of the management of human resources.
5. Knowing the development of a Welcome Handbook.
6. Knowing the elements and key factors in the team development.
7. Knowing the necessary channels in order to recruit and select personnel.
8. Knowing the strategies in decision-making.
9. Organising and managing the available time.
10. Recognising the conflict situations and knowing how to find solutions.
11. Recognising the foundations and negotiation techniques.
12. Self-motivating by undertaking specific training programs to acquire new knowledge.
13. Understanding and relating training and career plans in the organizations.
14. Understanding the development of a organization.
15. Working autonomously.
16. Working effectively in teams.

Content

1. Description of the organization: From classical models to new orientations (1ECTS).

2. Interventions in Human Resources in Organizations (3ECTS):

- Recruitment and staff selection process: incorporation of the person as a member of the organization. Process, stages and techniques.
- Training and training of the members of the organization: training as an instrument to facilitate organizational changes.
- Professional development plans.

3. The complex psychosocial processes in organizations (1ECTS):

- Organizational Culture
- Organizational Climate
- Organizational Diagnosis

4. Tools for the improvement of the management of people (1ECTS):

- Situational Leadership
- Organizational Behavior
- Managing by Values

Methodology

The methodology of this subject is diverse and defined according to the objectives proposed:

- Master classes for the best understanding of concepts. They will expand the explanations with examples and look for the interactivity between the teacher and the student.

- Practices in the classroom with the aim of exemplifying the concepts that are worked on the same session.

- Cross-sectional projects that allow the better assimilation of all the information. In addition, it makes it possible to learn the competencies established in the subject.

- Resolution of practical cases through a virtual environment of simulation of organizations.

To carry out the subject, different related organizations have been designed. They present different processes or demands in which the student will have to intervene and make decisions. The work will be done basically through a computer tool that will allow students to access, via the Internet, these different organizational realities. Through this virtual space, the student will know the organization and its demand, and he will be able to obtain the information that will be required to do the analysis.

Through this type of material, the student will have to put into practice a series of techniques and procedures, in such a way that the demands raised are met.

Activities

Title	Hours	ECTS	Learning outcomes
Type: Directed			
Analysis of real situations	15	0.6	14, 4
Master classes	19.5	0.78	4, 7
Resolution of practical cases	18	0.72	14, 5, 4, 13, 2, 7
Type: Supervised			
Elaboration of the project	11.5	0.46	1, 14, 5, 4, 13, 9, 2, 7, 16
Monitoring of project reports	5	0.2	12, 4, 9, 15, 16
Type: Autonomous			
Bibliographic search	10	0.4	12, 9, 15
Practical cases with platform simulation of companies	35	1.4	1, 9, 2, 15
Reading of texts	5	0.2	12, 9, 15
Study	20	0.8	12, 9, 15
Writing reports	5	0.2	1, 9, 2, 15

Evaluation

The subject will be evaluated out through a continuous evaluation process. The student will present the product of the different tasks explained in class on the fixed dates. The students will continuously receive feedback from the teacher about their learning process.

The continuous evaluation has 3 fundamental objectives:

1) Monitor the teaching-learning process. This will allow both the student and the teacher to know how competences are achieved and add the necessary tools in order to correct possible deviations.

2) Encourage continued effort.

3) Verify that the student has achieved all the competences of the subject.

The evaluation will be carried out throughout the course with a group part (between 4 and 6 people) and an individual part.

Team part (which represents 50% of the final mark):

- Elaboration of a project based on a simulated real case in a virtual environment, which consists of three learning evidences (these evidences represent 50% of the final mark).

Individual part (which represents 50% of the final mark):

- Resolution of an exercise presented in class (which represents 10% of the final mark).

- Two written tests that will be done during class hours (each of them represents 20% of the final mark).

Re-evaluation: The re-evaluation will only be possible if the student gets at least a three on the final grade of the course (average of all the task delivered throughout the course). As there is an individual part and one team part in this subject, the reevaluation of the two parts will be different. On one hand, the reassessment of the individual part will consist on a final exam. On the other hand, in the group part, the works that do not exceed the 5 will have to be repeated.

Plagiarism: plagiarism is totally forbidden. In order to be able to evaluate the evolution of the learning of the students, it is indispensable that the works are original. Assessable activities that do not respect this basic premise would be failed. In addition, any work that contains a fragment of text without referencing the original source (either a previous test or publication) will also be considered plagiarism.

Evaluation activities

Title	Weighting	Hours	ECTS	Learning outcomes
Preparation of a project based on a simulated case in a virtual environment	50	1.5	0.06	1, 5, 4, 6, 8, 13, 9, 11, 2, 7, 3, 15, 16
Resolution of an exercise presented to class	10	1.5	0.06	12, 8, 9, 10, 2, 15
Written test	20	1.5	0.06	12, 14, 5, 4, 13, 10, 7
Written test	20	1.5	0.06	12, 14, 5, 4, 13, 10, 7

Bibliography

Basic bibliography:

Alcover, C. (2004). Introducción a la Psicología del Trabajo. Madrid: Mcgraw-Hill.

Dolan, S.; Schuler, R.; Jackson, S. i Valle, R. (2003). *La gestión de los Recursos Humanos* (3ª Ed.). Madrid: McGraw Hill.

Gasalla, J.M. (2005). *La nueva dirección de personas: marco paradójico del talento directivo* (7ª Ed.). Madrid: Piràmide.

L. Gómez Mejia, D. Balkin, R. Cardy (1999). *Gestión de RR.HH.*. Ed. Prentice Hall.

Martínez-Tur, V., Ramos, J. y Moliner, C. (2015). *Psicología de las organizaciones*. Madrid: Síntesis.

Leal Millán, A. i Alfaro, L. Odó (1999). *El factor humano en las Relaciones Laborales*. Manual de Dirección y Gestión. Ed. Piràmide.

Complementary bibliography:

Gasalla, J.M. (2005). *La nueva dirección de empresas y el directivo.* Pretics Hall. Madrid.

Martín-Quirós, M.A y Zarco, V. (2009). *Psicología del trabajo, de las organizaciones y de los Recursos Humanos. Un área abierta a la reflexión.* Pirámide: Madrid.

Myers,D.G. (1987). *Psicología Social.* México: MacGraw Hill.

Martín, A. (1995). *Flexibilidad y relaciones laborales. Estrategias empresariales y acción sindical.* Consejo Económico y Social: Madrid.