



## Information about the subject

**Degree:** Bachelor of Science Degree in Psychology

**Faculty:** Faculty of Psychology

**Code:** 292018 **Name:** Mediation and Intervention in Family Businesses

**Credits:** 6,00 **ECTS Year:** The course is not offered this academic year **Semester:** 1

**Module:** OPTIONAL

**Subject Matter:** Psychology of work and human resources **Type:** Elective

**Field of knowledge:** Ciencias de la salud

**Department:** -

**Type of learning:** Classroom-based learning / Online

**Languages in which it is taught:**

**Lecturer/-s:**



## Module organization

### OPTIONAL

| Subject Matter                            | ECTS  | Subject  | ECTS | Year/semester   |
|---|-------|--|------|---|
| Health psychology                         | 84,00 | -Clinical Neuropsychology                                | 6,00 | 4/1   |
|   |       | -Disorders of Eating Behavior                            | 6,00 | 4/1   |
|   |       | -Health Psychology                                       | 6,00 | 3, 4/1  |
|   |       | -Legal Psychology  | 6,00 | 4/1   |
|   |       | -Main Models of Intervention in Psychotherapy            | 6,00 | This elective is not offered in the academic year 24/25 |
|   |       | Mediation and familiar orientation                       | 6,00 | 3/1   |
|   |       | -New Directions in Psychotherapy                         | 6,00 | This elective is not offered in the academic year 24/25 |
|   |       | -Prevention and Treatment of Addictive Behavior          | 6,00 | 3/1   |
|   |       | -Psychogerontology                                       | 6,00 | This elective is not offered in the academic year 24/25 |
|   |       | -Psychology of the Chronic Disease and of Rehabilitation | 6,00 | This elective is not offered in the academic year 24/25 |
| -Psychology, Grieving and Palliative Care | 6,00  | 4/1  |      |   |



|                        |       |   |      |   |
|------------------------|-------|---|------|---|
| Health psychology      |       | -Psychopharmacology   | 6,00 | 4/1   |
|                        |       | Sleeping disorders  | 6,00 | 4/1   |
|                        |       | -Therapy Techniques and Behavior Modification                             | 6,00 | This elective is not offered in the academic year 24/25 |
| Transversal psychology | 42,00 | Anthropology of the Person and Health                                     | 6,00 | This elective is not offered in the academic year 24/25 |
|                        |       | Basic Social and Emotional Skills for Professional Practice of Psychology | 6,00 | This elective is not offered in the academic year 24/25 |
|                        |       | History and Philosophy of the Family                                      | 6,00 | This elective is not offered in the academic year 24/25 |
|                        |       | -Psychology of Religion   | 6,00 | This elective is not offered in the academic year 24/25 |
|                        |       | Psychology, and Information and Communication Technologies                | 6,00 | This elective is not offered in the academic year 24/25 |
|                        |       | -Qualitative Research Methodology   | 6,00 | This elective is not offered in the academic year 24/25 |
|                        |       | Scientific English II   | 6,00 | This elective is not offered in the academic year 24/25 |



|  |       |  |      |  |
|--|-------|--|------|--|
| Educational<br>psychology                    | 48,00 | -Affective Linkages in the<br>Life Cycle                                   | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | Development of<br>Cognitive Skills   | 6,00 | 4/1  |
|  |       | Education for<br>Interculturality  | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | Educational Intervention<br>for Students with Special<br>Educational Needs | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | -Occupational Guidance   | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | Preventive Intervention<br>and Early Stimulation                           | 6,00 | 2/1  |
|  |       | -School Psychology   | 6,00 | 3/1  |
|  |       | Strategies and Tools for<br>Effective Learning                             | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
| Psychology of work<br>and human<br>resources | 42,00 | -Cooperative Work in<br>Interdisciplinary Teams                            | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | -Intervention Techniques<br>in Human Resources                             | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | Interview and<br>Psychological<br>Counselling                              | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |



|  |       |  |      |  |
|--|-------|--|------|--|
| Psychology of work<br>and human<br>resources       |       | Management of the Work<br>Climate in Organisations           | 6,00 | 3/1  |
|  |       | Mediation and<br>Intervention in Family<br>Businesses        | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | -Negotiation and Conflict<br>Resolution                      | 6,00 | 4/1  |
|  |       | -Psychology of<br>Communication                              | 6,00 | 2/1  |
| Community<br>psychology and<br>social intervention | 54,00 | Family and Aid to<br>Dependency                              | 6,00 | 2/1  |
|  |       | Intervention and<br>Organisation of<br>Socio-cultural Events | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | -Psychology of Conflict<br>and Violence                      | 6,00 | 2/1  |
|  |       | -Psychology of Criminality                                   | 6,00 | 3/1  |
|  |       | -Psychology of Physical<br>Activity and Sport                | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | -Psychology of Social<br>Intervention                        | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | -Psychology of the Media                                     | 6,00 | This elective is not<br>offered in the<br>academic year<br>24/25 |
|  |       | Psychosocial Intervention<br>in Disasters and<br>Emergencies | 6,00 | 3/1  |



|  |       |   |      |   |
|--|-------|---|------|---|
| Community psychology and social intervention |       | -Social Support Theory and Strategies     | 6,00 | This elective is not offered in the academic year 24/25 |
| Speech therapy psychology                    | 30,00 | Acquisition and Development of Language   | 6,00 | This elective is not offered in the academic year 24/25 |
|  |       | Assessment of Language, Speech and Voice  | 6,00 | 0/1   |
|  |       | -Language and Hearing Disorders           | 6,00 | This elective is not offered in the academic year 24/25 |
|  |       | Linguistic Analysis of Language Disorders | 6,00 | This elective is not offered in the academic year 24/25 |
|  |       | -Speech and Voice Disorders               | 6,00 | This elective is not offered in the academic year 24/25 |

## Recommended knowledge

Prior knowledge is not required.

## Prerequisites

El alumno deberá cursar un mínimo de 30ECTS de Optatividad entre las asignaturas activadas en el curso académico.



## Learning outcomes

At the end of the course, the student must be able to prove that he/she has acquired the following learning outcomes:

- R1 Conocer los conceptos, teorías y modelos principales de la Psicología en el ámbito del trabajo, organizaciones y recursos humanos.
- R2 Ser capaz de diseñar planes de intervención psicológicos adecuados en los diferentes contextos del ámbito de la Psicología del trabajo, organizaciones y recursos humanos.



## Competencies

Depending on the learning outcomes, the competencies to which the subject contributes are (please score from 1 to 4, being 4 the highest score):

| SPECIFIC   | Weighting |   |   |   |
|--|-----------|---|---|---|
|  | 1         | 2 | 3 | 4 |
| CE7 Analyzing and assessing interaction processes, group dynamics and group and inter-group structures.            |           |   | X |   |
| CE9 Analyzing and assessing interaction processes, organizational and inter-organizational dynamics and structure. |           | X |   |   |
| CE21 Planning programmes and intervention assessment.  |           |   |   | X |
| CE23 Analyzing and collecting important data for intervention assessments.   |           |   | X |   |
| CE24 Analyzing and interpreting assessment results.  |           |   | X |   |

| TRANSVERSAL                             | Weighting |   |   |   |
|---|-----------|---|---|---|
|   | 1         | 2 | 3 | 4 |
| CT1 Capacity to analyze and synthesize. |           |   |   | X |
| CT2 Capacity to organize and plan.      |           | X |   |   |
| CT9 Capacity to work in team.           |           |   |   | X |
| CT12 Interpersonal skills.              |           |   | X |   |





## Assessment system for the acquisition of competencies and grading system

### In-class teaching

| Assessed learning outcomes | Granted percentage | Assessment method  |
|----------------------------|--------------------|--|
|                            | 60,00%             | Oral and/or written tests employed in initial, training and/or summative student assessment. |
|                            | 20,00%             | Presentation of practical activities.  |
|                            | 20,00%             | Group assignments.   |

### Observations

The student must pass separately the different evaluation systems (attendance and active participation, practices and exam)' to pass the course.

Criteria for the awarding of Honor Grades "Evidence of levels of excellence in all competencies and learning outcomes"

### Online teaching

| Assessed learning outcomes | Granted percentage | Assessment method  |
|----------------------------|--------------------|--|
|                            | 70,00%             | Final evaluation consisting of essay questions and hypothetical scenarios. |
|                            | 5,00%              | Submitted tasks  |
|                            | 25,00%             | Attendance and participation in synchronic communication activities.       |

### Observations

The student must pass separately the different evaluation systems (attendance and active participation, practices and exam)' to pass the course.

Criteria for the awarding of Honor Grades "Evidence of levels of excellence in all competencies and learning outcomes"



In accordance with the regulations governing the assessment and grading of subjects in force at UCV, the distinction of "Matrícula de Honor" (Honours with Distinction) may be awarded to students who have achieved a grade of 9.0 or higher. The number of "Matrículas de Honor" (Honours with Distinction) may not exceed five percent of the students enrolled in the group for the corresponding academic year, unless the number of enrolled students is fewer than 20, in which case a single "Matrícula de Honor" (Honours with Distinction) may be awarded.

Exceptionally, these distinctions may be assigned globally across different groups of the same subject. Nevertheless, the total number of distinctions awarded will be the same as if they were assigned by group, but they may be distributed among all students based on a common criterion, regardless of the group to which they belong. The criteria for awarding "Matrícula de Honor" (Honours with Distinction) will be determined according to the guidelines stipulated by the professor responsible for the course, as detailed in the "Observations" section of the evaluation system in the course guide.

## Learning activities

The following methodologies will be used so that the students can achieve the learning outcomes of the subject:

- M1 Teacher presentation of contents, competency analysis, explanation and demonstration of capacities, abilities and knowledge in the classroom (presential modality).
- M2 Teacher-supervised groupwork sessions: case studies, diagnostic tests, problems, fieldwork, IT room, visits, data searches, libraries, web, Internet, etc. Building knowledge significantly through interaction and student activities (presential modality).
- M3 Supervised monographic sessions with shared participation.
- M4 Application of interdisciplinary knowledge.
- M6 Personalized attention in small groups. Training and/or orientation period by a teacher aimed at revising and discussing the materials and topics presented in the lessons, seminars, lectures, assignments, etc.
- M7 Set of oral and/or written tests employed in initial, training or summative assessment of the student.
- M8 Group preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be presented or handed in during theory lessons, practical lessons and/or tutoring sessions in small groups. Tasks done on the platform or other virtual spaces.



- M9 Students' independent study: individual preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be presented or handed in during theory lessons, practical lessons and /or small-group tutoring sessions. Tasks on the platform or other virtual spaces.
- M11 Teacher presentation of contents, competencies analysis, explanation and demonstration of capacities, abilities and knowledge on the virtual classroom.
- M12 Group work sessions via chat moderated by the teacher. Case studies –both real and fictional– aimed at building knowledge through interaction and students' activities. Critical analysis of values and social commitment.
- M13 Monographic sessions throughout the course, focused on current aspects and applications of the subject.
- M14 Set of oral and/or written tests employed in initial, training or summative assessment of the student.
- M15 Student's individual study: individual preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be discussed or turned in in electronic format.
- M16 Individualized attention for the monitoring and orientation in the learning process, performed by a tutor in order to revise and discuss the materials and topics, seminars, readings and assignments, etc.
- M17 Group preparation of readings, essays, problem resolution, seminars, assignments, reports, etc. to be discussed or handed in.
- M18 Participation and contributions to discussion forums related to the subject and moderated by the module's teacher.
- M19 Problem resolution, comments, reports to be handed in according to the deadlines throughout the course.



## IN-CLASS LEARNING

### IN-CLASS LEARNING ACTIVITIES

|  | LEARNING OUTCOMES | HOURS        | ECTS        |
|--|-------------------|--------------|-------------|
| <b>ON-CAMPUS CLASS</b><br>Teacher presentation of contents, analysis of competences, explanation and in-class display of skills, abilities and knowledge.<br>M1, M2, M6  | R1, R2            | 35,00        | 1,40        |
| <b>PRACTICAL CLASSES</b><br>Group work sessions supervised by the professor. Case studies, diagnostic tests, problems, field work, computer room, visits, data search, libraries, on-line, Internet, etc. Meaningful construction of knowledge through interaction and student activity.<br>M2, M6 | R1, R2            | 20,00        | 0,80        |
| <b>GROUP WORK EXHIBITION</b><br>Application of multidisciplinary knowledge.<br>M2, M6  | R1, R2            | 5,00         | 0,20        |
| <b>TOTAL</b>   |                   | <b>60,00</b> | <b>2,40</b> |



## LEARNING ACTIVITIES OF AUTONOMOUS WORK

|   | LEARNING OUTCOMES | HOURS        | ECTS        |
|---|-------------------|--------------|-------------|
| <b>GROUP WORK</b><br>Group preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or submitted in theoretical lectures, practical and/or small-group tutoring sessions. Work done on the university e-learning platform<br>M7                            | R1, R2            | 70,00        | 2,80        |
| <b>INDEPENDENT WORK</b><br>Student study: Individual preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or submitted in theoretical lectures, practical and/or small-group tutoring sessions. Work done on the university e-learning platform.<br>M7 | R1, R2            | 20,00        | 0,80        |
| <b>TOTAL</b>  |                   | <b>90,00</b> | <b>3,60</b> |

## ON-LINE LEARNING

### SYNCHRONOUS LEARNING ACTIVITIES

|  | LEARNING OUTCOMES | HOURS        | ECTS        |
|--|-------------------|--------------|-------------|
| Virtual session (distance learning)<br>M11                     | R1, R2            | 35,00        | 1,40        |
| Virtual practical session (distance learning)<br>M12, M17, M19 | R1, R2            | 25,00        | 1,00        |
| <b>TOTAL</b>   |                   | <b>60,00</b> | <b>2,40</b> |



## ASYNCHRONOUS LEARNING ACTIVITIES

|  | LEARNING OUTCOMES | HOURS        | ECTS        |
|--|-------------------|--------------|-------------|
| Individual work activities (distance learning)<br>M14, M15 | R1, R2            | 20,00        | 0,80        |
| Teamwork (distance learning)<br>M12, M17, M19              | R1, R2            | 70,00        | 2,80        |
| <b>TOTAL</b>   |                   | <b>90,00</b> | <b>3,60</b> |

## Description of the contents

Description of the necessary contents to acquire the learning outcomes.

### Theoretical contents:

| Content block | Contents  |
|---------------|---|
| Unit 1        | <ul style="list-style-type: none"> <li>- Introduction to the family business: opportunities and challenges</li> <li>- The psychosocial profile of the leader / founder.</li> <li>- Systems involved in the family business</li> </ul>   |
| Unit 2        | <ul style="list-style-type: none"> <li>- Mediation</li> <li>- Mediation models: Harvard model, circular-narrative model, transformative model</li> <li>- Development of the mediation process</li> <li>- Transitions and the succession process</li> <li>- Intergenerational relationships</li> <li>- Gender differences in the family business</li> <li>- Intragenerational dynamics: power and its organization in the family business</li> </ul> |
| Unit 3        | <ul style="list-style-type: none"> <li>- Nepotism</li> <li>- Conflict and conflict resolution in the family business</li> <li>- Models of intervention: changes in behavior and structural changes</li> </ul>   |



## Temporary organization of learning:

| Block of content | Number of sessions | Hours |
|------------------|--------------------|-------|
| Unit 1           | 10,00              | 20,00 |
| Unit 2           | 10,00              | 20,00 |
| Unit 3           | 10,00              | 20,00 |

## References

- Casillas, J., Díaz, C., Rus, S., and Vázquez, A. (2014): Family business management: concepts, cases and solutions (2nd Edition). Auditorium.
- Munduate, L. and Medina, F.J. (2005): Conflict management, negotiation and mediation. Pyramid.
- Ostenberg, O. (2006): Mediation in family businesses. Gedisa.
- Redorta, J. (2012): No more conflicts. Paidós Company.
- Jernigan, M., & Lord, R. B. (2008). The mediator's role in the family business. *Am. J. Mediation*, 2, 51.
- Lerner, M., & Malach-Pines, A. (2011). Gender and culture in family business: A ten-nation study. *International journal of cross cultural management*, 11 (2), 113-131.
- Jaskiewicz, P., Uhlenbruck, K., Balkin, D. B., & Reay, T. (2013). Is nepotism good or bad? Types of nepotism and implications for knowledge management. *Family Business Review*, 26 (2), 121-139.



## Addendum to the Course Guide of the Subject

Due to the exceptional situation caused by the health crisis of the COVID-19 and taking into account the security measures related to the development of the educational activity in the Higher Education Institution teaching area, the following changes have been made in the guide of the subject to ensure that Students achieve their learning outcomes of the Subject.

**Situation 1: Teaching without limited capacity** (when the number of enrolled students is lower than the allowed capacity in classroom, according to the security measures taken).

In this case, no changes are made in the guide of the subject.

**Situation 2: Teaching with limited capacity** (when the number of enrolled students is higher than the allowed capacity in classroom, according to the security measures taken).

In this case, the following changes are made:

### 1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject will be made through a simultaneous teaching method combining onsite teaching in the classroom and synchronous online teaching. Students will be able to attend classes onsite or to attend them online through the telematic tools provided by the university (videoconferences). In any case, students who attend classes onsite and who attend them by videoconference will rotate periodically.

In the particular case of this subject, these videoconferences will be made through:

Microsoft Teams

Kaltura





## **Situation 3: Confinement due to a new State of Alarm.**

In this case, the following changes are made:

### **1. Educational Activities of Onsite Work:**

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject, as well as the group and personalized tutoring, will be done with the telematic tools provided by the University, through:

Microsoft Teams

Kaltura

Explanation about the practical sessions:



## 2. System for Assessing the Acquisition of the competences and Assessment System

### ONSITE WORK

#### Regarding the Assessment Tools:

The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

The following changes will be made to adapt the subject's assessment to the online teaching.

| Course guide    |                      | Adaptation                           |                     |
|-----------------|----------------------|--------------------------------------|---------------------|
| Assessment tool | Allocated percentage | Description of the suggested changes | Platform to be used |

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

#### Comments to the Assessment System:



## ONLINE WORK

### Regarding the Assessment Tools:

The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

The following changes will be made to adapt the subject's assessment to the online teaching.

| Course guide    |                      | Adaptation                           |                     |
|-----------------|----------------------|--------------------------------------|---------------------|
| Assessment tool | Allocated percentage | Description of the suggested changes | Platform to be used |

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

### Comments to the Assessment System: