Donata Francescato
www.donatafrancescato.it

Paper presented at the15th European Congress of Psychology, July11-14, 2

Globalization woes

- **CRASHING HOPES OF WORLD WIDE PROGRESS financial and technological innovations have spread more rapidly across countries than within them, benefitting cosmopolitan, economic and intellectual elites, and concentrating wealth in very few hands (8 billionaires 50% growing in China). ANGER AND RESENTMENT of "left behind" CHANNELED AGAINST OTHER NATIONS and Internal POLITICAL OPPONENTS**

INCREASED EUROPEAN DIVIDES (FOUNDERS- EASTERN NEWCOMERS, NORTH-SOUTH, BIG CITY –COUNTRY, BREXIT)


- **economic austerity imposed by Germany and northern members lead to protests in Portugal, France, Italy and Greece against cuts in welfare and pensions and banks bail outs. refugees from war zones (Syria, Irak, Somalia, Lybia Afganistan) compete with economic migrants of Africa for places on unsafe boats.**

RISE IN NATIONALISM

Since the turn of the millennium failure of two dozen democracies, four in Europe : Russia Turkey and Hungary and Poland have authoritarian governments maintaining "democratic free" election system. Increase in political persecution of dissidents
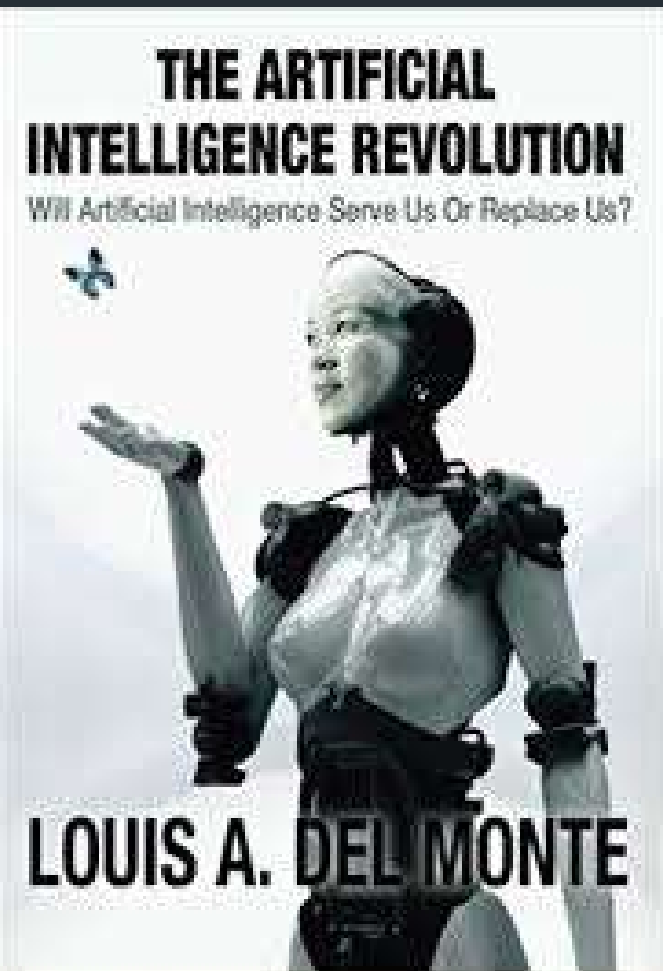
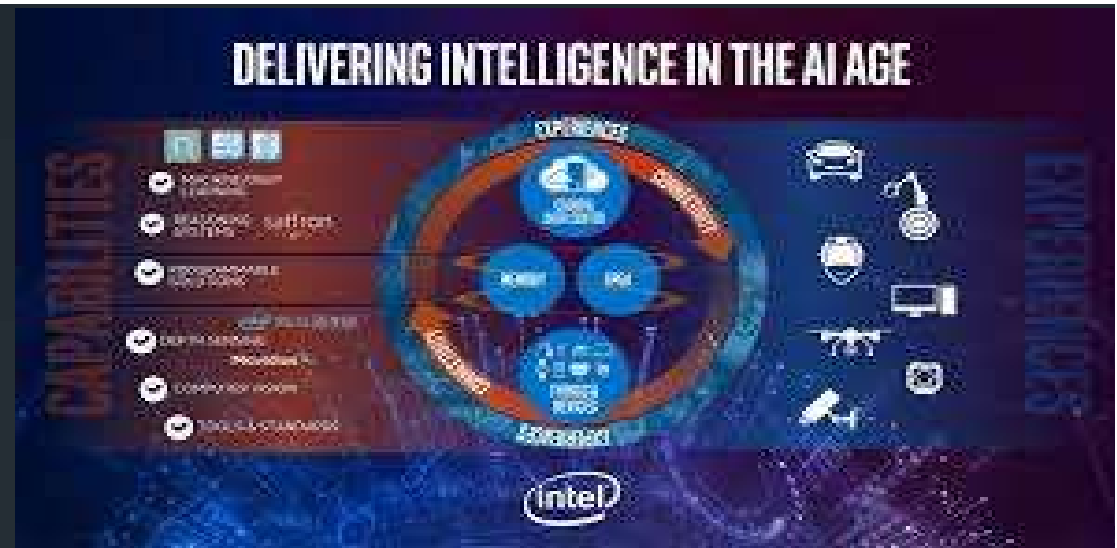## THE FUTURE? DEGLOBALIZATION AND RISE OF ARTIFICIAL INTELLIGENCE
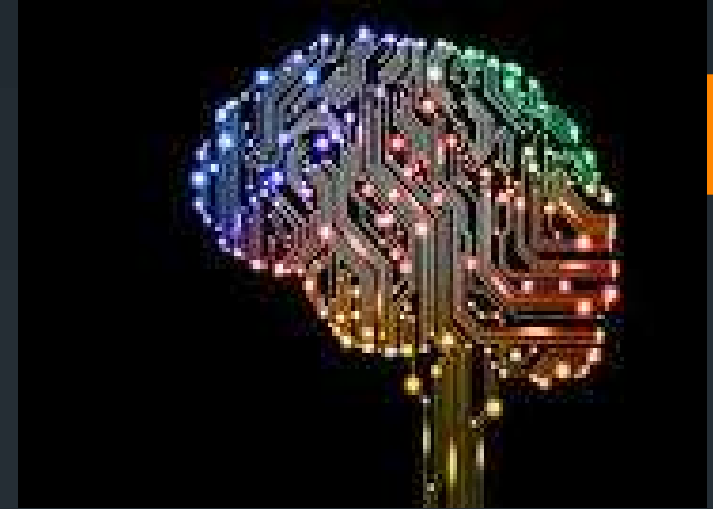
- **FEWER DELOCATIONS BECAUSE FACTORY WORKERS, REPLACED BY HARDWARE ROBOTS**
- **A.I. revolution is not like the Industrial Revolution and the Computer revolution that abolished certain jobs and created many others. It will decimate jobs, it will reshape what works means and how wealth is created (De Masi 2017, Lee 2017)**

HUGE CONCENTRATION OF WEALTH AND ENORMOUS NUMBER OF PEOPLE OUT OF WORK USA AND CHINA WINNERS TAKE ALL THE PROFIT

A. I. revolution will result in huge profits for the companies that adopt it . Imagine Uber without drivers, Apple that makes Iphones, loan companies that make loans with very little human work. Seven USA or Chinese companies: GOOGLE, FACEBOOK, MICROSOFT, AMAZON, BAIDU, ALIBABA AND TENCENT DOMINATE in development of face and speech recognition and autonomous vehicle.

THE ARTIFICIAL INTELLIGENCE REVOLUTION

Will Artificial Intelligence Serve Us Or Replace Us?

LOUIS A. DEL MONTE

WHAT'S A.I.?

- **A.I is an industry in which strength begets strength The more data you have, the better your product, the more data you can collect, the more talent you can attract the better your product. It is a virtuous cycle and USA and China have already amassed, the talent, market share and data to become predominant**

RETRAINING TO SUIT PEOPLE FOR JOBS INVOLVING CREATIVITY, PLANNING AND CROSS DOMAIN THINKING SKILLS ONLY HUMANS CAN HAVE

- **community psychologists using empowering methodologies such as participatory multidimensional organizational analysis, empowerment training, community profiling could create innovative retraining programs helping people who lose their job have some power in deciding what skills they want to develop.**

CREATE NEW SERVICE JOBS OF LOVE (LEE 2017)

- **transform volunteer acts of solidarity in paid " services love jobs" which society needs and give a sense of purpose, funded by taxes of big A.I. firms in China and Usa**

- **basic income to be given to those in financial need who agree to retrain to become employable or commit to a certain number of hours of service of love**

A. I. REVOLUTION PRESENTS US WITH AN OPPORTUNITY TO RETHINK ECONOMIC INEQUALITY ON A GLOBAL SCALE

- we need strong political leaders, who aware of the magnitude of the changes in job prospects, will decrease political polarization to be able to pass difficult new wealth redistribution laws. Focusing on taxing primarily nine A.I. companies may be a reachable political goal!

Does the internert favor political polarization and undermine democratic processes?

- Leftist activists used the internet and social networks to spread "identity politics" focused of rights of minorities; instead, extreme right wing activists created sites supporting white supremacy and opposing immigration, increasing political polarization.

- Facebook and Twitter have allowed "dark posts" ephemeral political ads, seen only a by selected audience which violate the core principle of transparency in political advertising

POLITICAL POLARIZATION IS LARGEST IN GROUPS LEAST LIKELY TO USE INTERNET AND SOCIAL MEDIA

Barbera et al (2015). (Shapiro et al 2017) found lower political extremism in Twitter and Facebook users in Germany Spain and USA compared with older users and non users of internet and social media. These results argue against the hypothesis that the internet in general and social media in particular are the main drivers of political polarization

COULD WE USE SOCIAL MEDIA TO "GIVE PEOPLE THE POWER TO BUILD COMMUNITY AND THE BRING THE WORLD CLOSER TOGETHER?


- **Zuckerberg (june 2017) wants "to empower Facebook users to build community by** joining meaningful groups to strengthen our social fabric over the next few years, ending poverty, curing diseases, stopping climate change, spreading freedom and tolerance, stopping violence. **New features include real-time metrics about group growth, engagement, and membership request filtering, tools to help remove "bad actors," scheduled posting, and group-to-group linking.**

ARE WE COMMUNITY PSYCHOLOGISTS GOING TO LEAVE COMMUNITY BUILDING ONLINE TO FACEBOOK?

- As activists and practitioners (Francescato Zani, 2013; 2017) we have a great opportunity here to follow Facebook's community building experiments both to denounce fakes and manipulatory features and to help create real sense of community online. We can research and publish on this neglected topic asking Facebook foundations for funds. We can also use Facebook's platforms to disseminate the best empowering and retraining experiences for persons who will lose their jobs due to A.I.

COMMUNITY PSYCHOLOGISTS SHOULD BECOME MORE INVOLVED IN DECREASING POLITICAL POLARIZATION
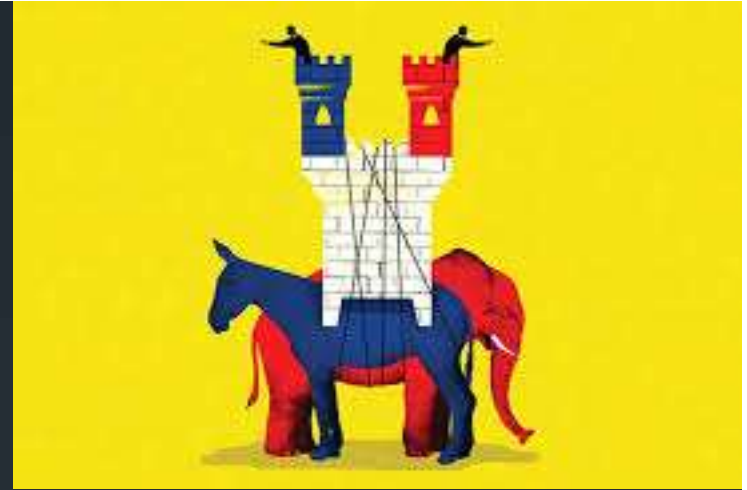
- **examining how users of social networks engage in online and offline political participation,**

- **promoting more dialogue between immigrants and locals**

- **building bridges of mutual understanding between left and rightwing extremists.**

CP Interventions should focus on bridging old and new divides

- Rebuilding the social solidarity needed to face old and new social problems.

- As activists we should network with environmental associations, support policies that will tax extra profit by A.I. to lower economic inequalities, pressure Facebook to remove "dark spots" that deal with political propaganda, since citizens should know who pays and post them influencing democratic elections (Russian dark spots in 2016 election of Trump)

As professionals we can promote interventions

Favoring immigrants integration and conflict resolution between community groups through community profiling and network building. This methodology has been used in Italian, Austrian and Portuguese municipalities, to increase civic and political participation, but also in South Africa to create more mutual understanding between black, white and indians and in Serbia, between several ethnic minority groups .(Arcidiacono .

Community profiling

- . Eight profiles: territorial, demographic, economic, service and institutional, anthropological and psychological perceptions and visions of the future are examined, using tools from different disciplines . Through interviews and special focus groups with dominant and marginalized groups of the community strong points and problems are explored. Group movie scripts help examine perceptions, emotions, desires and fears for the future of the community **of diverse groups of immigrants and local citizens, and outline priorites for desires changes (Francescato Zani 2013, 2017).**

Linking sciences together in practice to promote the neglected area of organizational empowerment using PMOA

Participatory Multidimensional Organizational Analyss(PMOA) explores four interconnected dimensions : structural strategic, functional, psychodynamic and cultural, and psycho-environmental (Francescato and Ghirelli, 1988). Interdisciplinary efforts to promote organizational change do not need, necessarily, to involve teams of experts of different fields, but to utilize some and methodologies produced by political science, sociology, organizational and cultural psychology, psychoanalysis and anthropology.

Empowering centers for battered women, homeless etc.

- The first two dimensions aim to *make the organization more empowered,* helping participants to choose reachable strategic goals and to implement the most efficient functional organization of actions needed to attain goals.The last two dimensions focus on making *the organization more empowering,* analyzing organizational culture and climate, ans other psychosocial variables to improve fit between organizational goals and workers'aspirations, and increase personal, relational and collective wellbeing . (Francescato & Aber 2015, Francescato & Zani 2017)

The process of PMOA: Preliminary analysis

- Brainstorming sessions: in which participants are invited to list main strengths and problems areas of their organizations to get a rough measure of how empowered and empowering or disempowered and disempowering they perceive their organization. We then classify each item as belonging primary to one of the four dimensions, so we have also a first view of which dimension has more points of strengths or problems areas.

We then examine the economic, legal, political features of an organization

 and outline strategic and functional objectives for the near future and strong and weak points that emerge from their shared evaluations.Then to explore the irrational components of organizational processes proposed by psychoanalysts and cultural psychologists, we use metaphors, organizational narratives, movies scripts, individual and group "work novels", drawings, and favorite organizational jokes to elicit negative and positive emotions experienced in the organization. This emotional sharing in a protected environment can build a climate of trust in which even conflicts can be openly expressed and often resolved.

The psycho-environnmental dimension

Explores the fit between individuals' expectations and organizational aims. We use tools drawn from organizational psychology to measure constructs such as perceived leadership styles, individuals' motivations, competencies, potential, organizational health, and efficacy (Borgogni 2005; D'Amato & Majer 2005; Leiter & Maslach, 2000). We also use in depth individual interviews to assess the fit between organizational goals and cultures and individual desires and expectations.

-

Setting priorities at the end of PMOA

- We discuss identified weaknesses and strengths in all four dimensions and the connections among dimensions, for instance a lack of good procedures on how to best go about a task (functional dimension),may have negative effects both in the psychodynamic dimension (workers feel anxious and confused) and in the psycho-environmental dimension (insufficient communication among colleagues). Participants formulate plans to effect desired changes that can be achieved through the resources available within the organization.

Follow-up sessions

- Meetings held about one month and three months after the formal ending of PMOA, participants discuss how changes have begun to be implemented,problems encountered, and how to best solve them to reach desired changes.

- PMOA have been used by properly supervised master CP students, trained on this methodology, also in three months seminars online, to empower more than 100 community organizations (Francescato, Tomai, Mebane 2006; Francescato et al 2010, Francescato and Aber 2015,.

- Francescato and Zani 2017).

Sociopolitical empowerment training

- Socio political empowerment labs, integrate concepts and tools from the affective education movement and feminist and liberation psychology consciousness raising groups, and community psychology methodologies to explore the congruence between personal desires and competences and what the outside world offers. These labs focus first on reflecting how our needs and wishes are influenced by the specific mass media we use daily and by those we available to us during our early adolescence (favorite songs, movies, internet sites etc

HELPING PEOPLE WHO LOSE THEIR JOBS

- Then participants examine the political socialization experienced in family, peer groups, school and specific mass media and social networks, and how one can use media to actively promote desired changes. Then participants detect the strong and weak points of the small groups of which they are members, and using short versions of PMOA and community profiling, they explore opportunities and problem areas of these territorial contexts. Finally, they select priorities for personal change that they can manage on their own. For desired collective changes, participants identify other people, groups and/or institutions with which they have to network to achieve these wider goals (Francescato at al., 2009).

- These empowering methodologies could be very useful for territorial psychologists who are asked to develop specific empowering training programs for particular groups of citizens such as migrants, women, children, youth, older people and migrants. Combining some of these methodologies, such as community profiling, PMOA and sociopolitical empowerment training, can give a strong contribution to the goal of "promoting the full and harmonic development of the individual in family, work, friendship, free time, associative and community contexts" as the Campania law auspicates

SHARING THESE CP TOOLS ONLINE

- Community profiling, MOA, and social political empowering training competences can be taught through Computer Supported Collaborative Learning as we have verified in several pilot studies which have been summarized in a chapter of a book in English available online (Francescato, Mebane, Tomai, Benedetti, & Rosa, 2012). In fact, we strongly recommend that we take into account the opportunities provided by virtual communities to train territorial psychologists who may also decide, depending on local needs, to choose social networks and virtual communities as a new potential intervention settings.

-

-

-