



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Organizzazione dei Servizi per l'Infanzia

1920-2-E1901R122

---

#### Course title

Childcare services' organization

#### Topics and course structure

In this course, organizational issues in childcare services are analyzed both in the structural (i.e. task and responsibilities distribution) e operational (i.e. behaviour) aspects.

We are assuming the perspective of a potential service coordinator that aims to understand how to improve its effectiveness in terms of both users' satisfaction and a positive organizational climate among the operators.

The course contents will progress in the following blocks:

- Childcare services' organization: an introduction to the aims and the intervention variables
- Environmental analysis: evolution and challenges for childcare services' organizations
- Individual behavior in organizations and its determinants
  - Individual differences
  - Competency modeling
  - Perceptions and social attributions
  - Motivation's fundamentals and management
- Group behavior

- Group dynamics
- Team development
- \_\_\_\_
- \_\_\_\_\_
- Childcare services organizational behavior
  - Organizational models (structures and networks)
  - \_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

## Objectives

At the end of the course, the students will have acquired basic knowledge and skills in the field of organizational behavior, and will be able to apply them in the peculiar context of childcare services.

Thus they will be able to:

- recognize individual behavior's determinants (skills, competencies and motivation)
- analyze group behavior dynamics: conflict, power, leadership and culture
- coordinate with colleagues, in operations as well as in project settings
- exercise influence and participate in change actions
- manage the relationships between their own structure and relevant external stakeholders

## Methodologies

Lectures, case studies, exercises and videos

## Online and offline teaching materials

Lectures' slides will be made available at this link:

[\\_\\_\\_\\_\\_](#)

## Programme and references for attending students

Kinicki A. e Kreitner R, 2009, Organizational behavior. 9th edition. McGraw-Hill. The book can be purchased on the major online stores.

Paoletti, F. (2020) Organizzazione dei servizi per l'infanzia (course pack made available through the e-learning system)

## **Programme and references for non-attending students**

Kinicki A. e Kreitner R, 2009, Organizational behavior. 9th edition. McGraw-Hill. The book can be purchased on the major online stores.

## **Assessment methods**

Due to the Covid pandemic we will manage an oral distance exam through the webex platform. Links will be made available to students at the course elearning main webpage.

More in detail, exams will assess:

- contents' knowledge (theories, models and constructs presented and how they interacts)
- the correct use of specialized language
- students' ability to apply the concepts to specific situations

## **Office hours**

L'orario e le modalità di svolgimento del ricevimento sono indicati al seguente link, con aggiornamento settimanale

<https://elearning.unimib.it/course/view.php?id=28427>

## **Programme validity**

The programs are worth two academic years.

## **Course tutors and assistants**

---