**COURSE SYLLABUS**

# Organization and Management For Educational Service

**1920-2-E1901R126**

---

## Course title

**Organizing Socio-Educational Services**

## Topics and course structure

- Organizational behavior

- Coordination and integration policies and practices

- Management of socio-educational services

## Objectives

Students will demonstrate a knowledge of basic organizational behaviour and its handling in socio-educational services. In particular, they will be able

- to understand individual antecedents of behaviour (competence and motivation);

- to analyse group dynamics: conflict, power, leadership and culture;

- to manage process of influence and be part of change initiatives;

- to act in coordination with teammates, even in project setting;

- to manage relationships between their organization and key stakeholders.

## Methodologies

Lectures, case studies analysis and discussion, exercises

## Online and offline teaching materials

## Programme and references for attending students

- Kinicki A. e Kreitner R, 2012, Organizational Behavior, McGraw-Hill Education;

- other resources that will be defined taking into account specific student's learning needs and interests (please contact the teacher at cristiano.ghiringhelli@unimib.it)

## Programme and references for non-attending students

- Kinicki A. e Kreitner R, 2012, Organizational Behavior, McGraw-Hill Education;

- other resources that will be defined taking into account specific student's learning needs and interests (please contact the teacher at cristiano.ghiringhelli@unimib.it)

## Assessment methods

Oral Examination (English language). The examination will assess the following subjects:

- knowledge of constructs, theories and models and of their relationship;

- usage of the correct disciplinary language;

- ability to apply constructs, theories and models to real cases and contexts.

## Office hours

Please check the following web page: https://www.unimib.it/cristiano-ghiringhelli

## Programme validity

Two academic years.

## Course tutors and assistants