UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organization and Management of Service For Children

2021-2-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
    - Decision making
    - Conflict management and negotiation processes

- Childcare services organizational behavior
    - Organizational models (structures and networks)
    - Economical issues
    - Culture and values
    - Change management processes

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:

- assess the economic sustainability of childcare services
- 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 partecipate in change actions
- manage the relationships between their own structure and relevant external stakeholders

Methodologies

During the Covid-19 emergency, the course will be managed mainly through asynchronous distance learning activities. However, weekly synchronous web conferences will also be held. These events will be programmed during the assigned course hours (Tue: 8:30-11:30; Thu 11:30-14:30), and their calendar will be published on the e-learning pages at the beginning of the course.

Online and offline teaching materials

Lectures' slides will be made available at this link:

http://elearning.unimib.it/course/view.php?id=18877

Programme and references for attending students

Paoletti, F. (2021), Coordinare i servizi per l'infanzia integrati (in preparazione).

Integrative course pack made available on the e-learning pages.

Programme and references for non-attending students

Kreitner & Kiniki Organizational Behavior (10 ed). MaGraw-Hill

Assessment methods

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