



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## COURSE SYLLABUS

### Organization and Management of Service for Children

2223-2-E1901R122

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#### 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.

- 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 participate in change actions
- manage the relationships between their own structure and relevant external stakeholders

## **Methodologies**

Lectures, case study and experiences discussions to illustrate the theoretical concepts. Students' will be engaged also in role-playings and video discussions

## **Online and offline teaching materials**

Lectures' slides will be made available at this link:

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

A course pack in english (only for international students) will be made available on the e-learning pages on request.

## **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**

Information on weekly office hours are provided in the "General information" section of the course webpages in this elearning platform

## **Programme validity**

The programs are worth two academic years.

## **Course tutors and assistants**

None

## **Sustainable Development Goals**

QUALITY EDUCATION

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