UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organization and Management of Service for Children

2223-2-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.

- 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

Lectures, case study and experiences discussions to illustrate the theoretical concepts. Students' will be engeged 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 plattform

Programme validity

The programs are worth two academic years.

Course tutors and assistants

None

Sustainable Development Goals

QUALITY EDUCATION