



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Organizzazione dei Servizi Socio Educativi

2324-2-E1901R126

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#### Course title

Organizing Socio-Educational Services

#### Topics and course structure

- Organizational behaviour
- 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**

- Robbins S. P. & Judge T. A., 2021, Organizational Behavior, Pearson;
- other resources that will be defined taking into account specific student's learning needs and interests (please get in touch with the teacher at [cristiano.ghiringhelli@unimib.it](mailto: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**

## **Sustainable Development Goals**

GOOD HEALTH AND WELL-BEING | QUALITY EDUCATION | GENDER EQUALITY | DECENT WORK AND ECONOMIC GROWTH

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