UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Laboratory 4 - Management dei servizi

2122-2-F8701N064

Learning objectives

The aim is to improve tha capability about the comprehension of the work experienxe in social services with psico-sociological tools and approach ; in terms of expected outcomes it will be developed knwoledge of the main elements involved in the social production.

Contents

At the beginning the laboratory proposal about the importance and meaning of issue referring to the social work production and results. It will be offered to improve the knwoledge process about the outcomes during the work flow in the co-operating with the customer involved in the production aim.It will analyzed the description of the social object of investment , the approach in understanding the social problem, the chain knwoledge-action, the several guidance that lead the social production, the social outcomes evaluation system . Then the relationship between organization and production.

Detailed program

The issue of the social production in terms of results and outcomes

The social services organization : main elements of the service and R.Norman methodology

The role of the customer and the severl customers involved in the social production flow

The need and the social problem : difference in meaning

The social outcomes evaluation system

Relationship between organization and production

Prerequisites

Social work experience and training on the job is appreciated, also voluntary experience

Teaching methods

Lessons

classroom excercises individual both team-working

case analysis and discussion

Assessment methods

Systematic feedback about the classroom exercises outcomes and open discussion

Textbooks and Reading Materials

- AA.VV., “Per un lavoro sociale creativo” e Olivetti Manoukian F., “Il circolo virtuoso conoscenza-azione”, in: I Geki, supplemento di Animazione Sociale, n. 10, ed. Gruppo Abele, Torino, 2003
- Barberis D, a cura di “Il prodotto del lavoro sociale” Franco Angeli ed. Milano 2009J.
- Barus Michel, E.Enriquez, A.Lévy a cura di "Dizionario di psicosociologia" , R.Cortina editore, Milano, 2010- voci Organizzazione, Soggetto,
- Norman R., “La gestione strategica dei servizi “ Etas Libri 1985
- Olivetti Manoukian F., Produrre Servizi, ed. Il Mulino, Bologna, 1998
- Orsenigo A., “La costruzione dell’oggetto di lavoro e il modo di trattarlo nella progettazione”, in (a cura di), d’Angella F., Orsenigo A., La progettazione sociale, Quaderni di Animazione e Formazione, ed. Gruppo Abele, Torino, 1999
- Rullani E. Cantù C. e AA.VV “Innovazione e produttività” Ed Franco Angeli, 2012
- Polizzi E, Tajani C e Vitale T. “Programmare i territori del welfare “ Carocci editore 2013