



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Laboratorio 4 - Management dei servizi

2122-2-F8701N064

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#### Learning objectives

The aim is to improve the capability about the comprehension of the work experience in social services with psycho-sociological tools and approach ; in terms of expected outcomes it will be developed knowledge 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 knowledge process about the outcomes during the work flow in the co-operating with the customer involved in the production aim. It will analyze the description of the social object of investment, the approach in understanding the social problem, the chain knowledge-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

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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 exercises individual both team-working

case analysis and discussion

## **Assessment methods**

Systematic feedback about the classroom exercises outcomes and open discussion

## **Textbooks and Reading Materials**

- \_\_\_\_\_
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- 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

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