UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

# COURSE SYLLABUS

# Methods and Techniques of Social Work I

**2324-2-E3901N034**

## Learning objectives

*Knowledge and understanding*
The course is aimed to develop understanding and awareness

- of the main models of social work;
- of the meaning of the three dimensional approach in social work as a practical and theoretical framework;
- of the phases of the methodological process;
- of the reflexive approach to social work;
- of the pragmatic of communication in a help relationship as well as in a collective dimension;
- of the group-work, net-work and community work.

*Applying knowledge and understanding*
The course is aimed to enable students to acquire skills aiming at:

- developing an aware reflexivity about social work and about the social dimensions of inequality;
- contextualizing the social work in the social services system and in the social context, while articulating social, professional and institutional mandates;
- develop professional networks, group-work and community work.

## Contents

The classes will be about:

- The main theoretical and practical models of social work;
- The concept of reflexivity in social work
- Concept of three dimensional approach in social work;
- Awareness of the professional role and institutional mandate. The relationship between organisation and

professional role;
- Pragmatic of communication;
- Group-work and cooperation;
- Community work and net-work;
- New approaches in the social work domain (eco-social work and anti-oppressive practices).

## Detailed program

The course is focused on the ‘meso’ dimension of professional intervention and put the social work in an organizational dimension.
The following topics will be discussed:

- the reflexivity in social work;
- the social worker’s role referring to the organisation where he/she works;
- the documentation of professional interventions
- the work with groups and in group with specific reference to professional network, teamwork and meeting leading;
- community work;
- the evaluation of professional interventions.

## Prerequisites

Basic knowledge of:

- Social Work principles;
  - ethical code.

## Teaching methods

Lessons, discussions and group work. The course will be complemented by social workers’ teaching interventions about specific topics.

## Assessment methods

Oral examination that aims at verifying:

- the knowledge and understanding of the methodological process of social work;
- the knowledge and ability to analyse the main professional tools of social work;
- the ability to apply an aware and reflexive professional action.

The test will consist in 2 open questions.

## Textbooks and Reading Materials

Allegri E. (2015), Servizio sociale di comunità, Carocci, Roma (Capitoli 2, 4, 5).

Cellini G. e Dellavalle M., 2015, il processo d'aiuto del servizio sociale. Prospettive metodologiche, Giappichelli editore, Torino (Capitoli 1-3).

Fabbri V., 2006, Il gruppo e l'intervento sociale, Carocci, Roma.

Fargion S., 2013, Il metodo del servizio sociale. Riflessioni, casi e ricerche, Carocci, Roma.

Fazzi L., 2015, Servizio sociale riflessivo. Metodi e tecniche per gli assistenti sociali, FrancoAngeli, Milano.

## Sustainable Development Goals

NO POVERTY | REDUCED INEQUALITIES | SUSTAINABLE CITIES AND COMMUNITIES | CLIMATE ACTION | PEACE, JUSTICE AND STRONG INSTITUTIONS