



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Metodi e Tecniche del Servizio Sociale I

2425-2-E3901N034

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#### Learning objectives

1. knowledge of theoretical, methodological and ethical foundation of contemporary social work
2. Application of practice skills of engagement, assessment, planning, evaluation and termination in direct practice settings.
3. knowledge and ability to apply and critically evaluate different theoretical frameworks in a variety of client situations.
4. Skills in written and oral communication in working with clients

#### Contents

##### A) Theoretical and methodological social work foundations

- The social service method from an anti-oppressive perspective
- Key concepts of social work theoretical models ( person-centered model, task-centered model, relational approach) and their application through case studies in working with individuals and families

##### B) Theories and techniques in the stages of the methodological process.

- Frameworks and tools for the analysis of the organizational and institutional context analysis and the access to social services
- Theories and techniques in the engagement phase
- Theories and techniques in the assessment phase
- Theories and techniques for co-constructing and evaluating interventions with service users

##### C) Theory-driven social service intervention. Case studies through the critical reflection approach (Fook, 2012)

Translated with DeepL.com (free version)

## Detailed program

The course provides the theoretical, methodological and ethical foundations necessary to guide the helping process with individuals and families. In particular, the course will introduce to: a) a hybrid theoretical model, oriented by an anti-oppressive perspective, showing its practical application through case studies b) the theoretical foundations of social work interviewing according to the Rogerian approach, applying them through simulation of active listening and mirroring techniques. Case study will be used as the basis for stimulating critical reflection on the social worker's decisions at different stages of the helping process.

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## Prerequisites

The course "social work foundation" is a condition to enter this course

## Teaching methods

This course includes:

- 8 lectures of 3 hours in interactive in-presence mode;
- 8 lectures of 2 hours in interactive in-presence mode, with activities to construct and analyze case studies;
- 1 lecture of 2 hours in interactive in a remote mode (online interview simulation).

## Assessment methods

written exam with 3 open ended questions

## Textbooks and Reading Materials

Miller W.R., Rollnick S, Il colloquio motivazionale. Aiutare le persone a cambiare, Erickson, Trento (2014). (Parte I)  
Fargion S. (2018), Il metodo del servizio sociale, Carocci, Roma (2018)  
Sanfelici M. (2017), I modelli nel servizio sociale. Dalla teoria all'intervento, Carocci (Capitoli 3,4, 6,9).  
Sanfelici M (2024). Fondamenti del servizio sociale anti-oppressivo. Carocci (capitolo 7)

## Sustainable Development Goals

NO POVERTY | REDUCED INEQUALITIES | PEACE, JUSTICE AND STRONG INSTITUTIONS |  
PARTNERSHIPS FOR THE GOALS

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