UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Methods and Techniques of Social Work I

2627-2-E3902N011

Learning objectives

Knowledge and understanding
Knowing the foundations of social work that guide the processes of engagement, assessment, planning, and evaluation
Understanding how ethical principles, theories, and methodology orient intervention techniques

Ability to apply knowledge and understanding
Knowing how to apply in practice the key concepts of some theoretical models of social work

Autonomy of judgment
The course aims to promote the use of theoretical and methodological lenses to critically analyze the professional practices of social workers and inform decision-making

Communication Skills
The course develops communication skills at three levels : a) to communicate effectively the theoretical concepts learned during the course, adopting appropriate technical-professional language b) to communicate effectively through professional writing b) to be able to apply key communication techniques in working with people

Learning skills
The course stimulates the ability to update independently with respect to the evolving knowledge related to the discipline of social work

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)

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.

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

Assessment methods

The final exam is written, with open-ended questions on the topics covered during classes and in the books/articles. There are no intermediate exams.The final exam aims to test the level of understanding of the concepts discussed during classes, the ability to make connections and links between topics, the ability to critically discuss the topics addressed, and the ability to use theoretical lenses to critically reflect on professional practice.

Evaluation criteria
The final exam will assess:

- the level of knowledge and ability to apply in an integrated way theoretical concepts and ethical principles discussed during the course and in the books/articles
- the autonomy of judment as future social workers, tested through case simulations
- the quality of writing: the use of professional language consistent with the content covered by the test; clarity of exposition (relevant information, set out in an organized and concise manner)

Textbooks and Reading Materials

Miller W.R., Rollnick S (2014), Il colloquio motivazionale. Aiutare le persone a cambiare, Erickson. (Parte I e II)
Fargion S. (2018), Il metodo del servizio sociale, Carocci
Sanfelici M. (2017), I modelli nel servizio sociale. Dalla teoria all'intervento, Carocci.
Sanfelici M (2024). Fondamenti del servizio sociale anti-oppressivo. Carocci

Sustainable Development Goals

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