UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Laboratorio 4 - Management dei servizi

2627-2-F8702N025

Learning objectives

The aim is to improve the 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.
At the end of the course the student will be able to apply the knowledge acquired to the work practice plan through the case studies discussed in class and the comparison with examples and testimonies from the world of services. Furthermore, the course promotes the ability to judge and evaluate independently on the topic of social production and its evaluation, a topic that is not obvious and unusual.
Written and oral communications are planned during the exercises in order to improve the communication skills.
The activation of a process of reflexivity of the work practice will be encouraged through interpretations and ideas that can be placed within the psycho-sociological perspective for continuous learning in the professional field

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

Delivery Teaching mode: 10 hours Lessons

Interactive Teaching mode : 7 hours classroom excercises individual both team-working

Interactive Teaching mode : 7 hours case studies analysis and discussion

Assessment methods

There is no exam at the end of the laboratory.
Systematic and critical feedback on the exercises' outcomes illustrated in plenary is expected with the aim of verifying the knowledge acquired, the ability to apply them to work practice with evaluation and critical judgment skills; communication skills are verified through written productions and oral presentations in open discussion; the ability in reflecting, re-thinking on real examples of work practice in social services will be represent an important tool to consolidate the capacity in continuous learning.

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

Sustainable Development Goals

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