

Explanation of the workshops

Tuesday, the 1st of April

9:30-12:30 - Choose between A1-A2-A3

Workshop A1 Introduction to dispute management through mediation

Prof. Dr.iur. Thomas Trenzcek, M.A. – Jena

Conflicts are normal, they appear in every kind of live situation, at work, at home, at school, in the neighbourhood ... Conflicts very often seem to be unpleasant and irritating, but most people do not know how to deal with them in a constructive way. Mediation is a process in which the parties to a dispute, with the assistance of a neutral third party (the mediator), identify the disputed issues, develop options, consider alternatives and endeavor to reach an agreement. The mediator has no advisory or determinative role in regard to the content of the dispute or the outcome of its resolution, but may advise on or determine the process of mediation whereby resolution is attempted. Mediation is an universal dispute management method used in different conflict areas like commercial and workplace disputes, family disputes, in personal injuries and damage of property, community and neighborhood disputes, even in criminal conflicts.

In this workshop Prof. Trenzcek will introduce the basic philosophy of conflict management and mediation as a so called alternative dispute resolution technique. Students will learn something about conflict and conflict resolution, their own conflict behavior as well as perform some mediation exercises. Prof. Trenzcek is an accredited mediator and author of several publications incl. Handbook of Mediation and Conflict Management.

Workshop A2 Strength-based interviewing, looking with an eye for microscopic details to clients strengths.

Eric Sulkers, Zeeland

Looking for clients strengths is a conscious effort in many conversational techniques in social work, especially in the solution-focused oriented ones.

At the same time it seems to be fashionable in social work to talk about client strengths, almost as a way to deal with the budget cuts many of the governments face.

To really look for client strengths one both has to have the right attitude (believing is seeing is what Insoo Kim Berg said, in order to see some of the hidden strengths, you really have to believe that they are there). On the other hand you need to have a right set of questions and practice a lot with the questions, in order to maximise the effect of your strength-based interview and to make sure you cover all aspects.

This workshop deals with a systematic overview of strengths-based questions and contains exercises to practice the questions, using a newly designed reference-card (that will be provided). Students will hopefully experience that a good strength-based interview will have 2 effects on the interviewee: 1- The interviewee knows/understands more about their strengths 2- the interviewee feels better/ more competent.

Workshop A3 Biography and Social Work

Prof. Dr. Sylke Bartmann, Phd., Hochschule Emden/Leer, Fachbereich Soziale Arbeit und Gesundheit

Biographical work is connected to memories and it focused on the resources of people. One purpose of the biographical method is a better understanding of the own life story and an awareness of the potential of change and of consistency. The central aim of the workshop is an introduction to the concept of biography and the different methods.

13:30-15:00 - Choose between B1-B2-B3

Workshop B1 Rehabilitation teams – the creation of a new practice?

Mette Vinggaard and Lise Rasmussen, Lillebaelt

From 1.1. 2013 in Denmark every municipality has to create interdisciplinary teams called “rehabilitationsteams”. The aim of the team is to make sure that the citizens situation is being viewed in a holistic perspective and to enable the citizens to return to work. The citizen is included in the meeting before the team recommends which efforts are going to be made. One the lecturers has made observations in rehabilitationteams. The workshop will focus on the challenges and dilemmas that occur involving the citizen in the meeting and the decision process. We wish to explore the term rehabilitation used in the context ‘return to work’. Which new opportunities and challenges bring this term in relation to the cooperation process between the citizen and the social worker?

Workshop B2 Strengths and Self-Determination of Clients - a Case Study

Holger Kuehl, Hochschule Bremen and students

It’s quite difficult to look for a real situation of counseling in social work to reflect about it. We are not in human laboratory and students role play isn’t reality.

Better than reality: There’s a visit of a social worker in the clients home, documented in Mrs. Rowling’s new book.

In this workshop we look for ‘strengths and self-determination of clients’ and we can manage it at a ‘real’ situation.

Workshop B3 Self-determination and Participation in Psychiatry – a participatory workshop

Andrea Pilgerstorfer, Fachhochschule St Pölten GmbH – participatory workshop

Can we measure self-determination? What can social worker do to strengthen self-determination? How can we define goals and strategies as a professional social worker without undertaking self-determination? ...

These and other questions will be discussed. The diversity of impressions from all participants support the learning goals of the workshop: participants know the concept “self-determination” and can connect it to social work profession. Participation and strategies to activate participatory social work are known. Methods to support self-determination can be implemented in practice.

15:30-17:00 Choose between B4-B5-B6

(B7 teachers only!)

Workshop B4 Exploring yourself through core quadrants.

Students of Hogeschool PXL Hasselt (in supervision with Sarina Reekmans)

We will try to get a better idea of our own behaviour through the self-exploration that the core quadrants supply. This can be used to analyse the interaction between social worker and client. Moreover it can be a useful instrument to encourage the client to self-reflection and evaluation of his own behaviour.

Workshop B5 Your own strength!

Students of Hanze hogeschool, Groningen

Everyone in society needs a social network. A social network increases the quality of life. But how do you create contacts? And more importantly, how do you maintain them? For people with intellectual disabilities this often is a very difficult thing. There is a lot of change going on in Dutch social work at the moment, claiming an increasingly important role for the social network of clients. People will have to help each other and work together.

Workshop B6 Detecting client’s strength – student workshop

Fachhochschule St. Pölten GmbH – student workshop

Working with client’s strength obviously is one of the goals for social work, but how can we find strength? Who defines what that means? Can we contextualize strength within our objectives? The workshop leader are activating an exchange between participants by using real examples in the field of child and youth welfare. Methods shall be found to detect client’s strength and solution focused interventions oriented on client needs are theoretically worked out.

Workshop B7 Ethics in social work (teachers only!)

Iris Kohlfurst, Fachhochschule Campus Linz

Not only constitute human rights and social justice's principle for the fundament and the goal of social work, but also for the justification of professional behaviour. Whatever social workers do, however they act – it should oblige to these fundamental principles. It is a given, that social workers ought to act morally when practicing their profession. Therefore, the International Federation of Social Work lists twelve guidelines on ethical conduct in the document „Ethics in social work, statement of principles“. These standards are partly vague and leave much room for individual interpretation and translation.

In this workshop I want to present and discuss some results on how five selected guidelines are understood and translated in everyday work in Upper-Austria.

Wednesday, the 2nd of April

9-10:30 - Choose between C1-C2-C3-C4

Workshop C1 Normalization at any cost?

Anne Thronsen (ass.professor) and Ellinor Young(ass.professor), Telemark University Colleg Norway,Porsgrunn

A study of the parent education programme Parenting Young Children (PYC) as a model of preventive intervention in Norway.

Our assertion is that the needs of special methods in parenting for parents with intellectual disabilities have no extensive focus in Norwegian health and social research. Even though research indicate that a number of parents in the Norwegian child care have learning disabilities, this remains a neglected area. The universal parent education programmes used in Norway often presupposes relevant cognitive resources by the parents e.g. the knowledge of being able to reflect on own behaviour. Furthermore, the needs of parents with intellectual disabilities are often mismatched to these general programmes. Our next assertion is that these families need programs with a specific focus where skills are divided into smaller components which are adapted to their development.

Parenting Young Children (PYC) is an Australian parent education program developed to assist parents with intellectual disabilities to develop skills and confidence in parenting tasks, including basic child care (feeding, sleeping, safety etc.) and parent and child interactions (PYC, 2006). The purpose of the program is to work specifically with family care expertise.

In our workshop we would like to present the challenges about parents with intellectual disabilities in Norway, present PYC as a model of preventive intervention I Norway and discuss similar challenges in Europe.

Workshop C2 The dark side of own responsibility

Jaap Olthof, Hanze University Groningen

Social work approaches based on client strengths are booming and that's a good thing. Not the defect or the present problems are the guiding principle anymore but the possibilities people have based on their so called 'strengths'. But behind these approaches there lies a hidden political agenda as well. Namely, a call for 'own responsibility' of citizens. In this workshop I will focus on this call for own responsibility and participation and its effects and address the issue whether Western societies are capable of enabling their citizens, - especially those who are limited, impaired or marginalized- to really integrate.

Workshop C3 Self-determination of Roma people and work with Roma people in Czech republic

PhDr. David Urban, Ph.D., Jihočeská univerzita v Českých Budějovicích

This workshop focuses on the situation of people living in socially excluded localities in the Czech Republic and the Slovakia, especially on the socio-economic and life situation of these people and social work with this target group.

Workshop C4 Social Work and Self-Determination: A nice Fairy Tale?

Holger Kuehl, Bremen and Birgit Goris, Leuven

It seems be one of the basics of social work: Looking for the clients self-determination. Reality of social work seems to quit different. Can we, as persons with an academic background, imagine the clients feelings and wishes and possibilities and motivations? Is the system of social services made for clients with self-confidence? Is the political system looking for poor people with their own ideas about life? So is it perhaps only a fiction, only a nice fairy tale speaking about "Social Work and Self-Determination"

10:45 -12:15 - Choose between C5-C6-C7-C8

Workshop C5 'Empowerment and linking' against poverty

Veerle Matthijs and Wim De Clerck - Karel De Grote-Hogeschool, Antwerp

The aim of 'Bindkracht', a combination of academics, social workers and experts by experience (grass rout people in poverty, Antwerp) is to strengthen and to support social workers in applying strength-based social work with people in poverty. At the same time they want to empower people in poverty themselves. Therefore, they aspire the building of bridges and the bonding between two different worlds by means of dialogue. The method of 'Bindkracht' brings together academic or professional knowledge and users knowledge. In the workshop 'Empowerment and linking' they offer us an insight in the definition of poverty, the fight against it and their methods used to fulfill this aim: translating scientific knowledge for practitioners, the development of training programs and the action research.

Workshop C6 Appreciative Inquiry of values driven working in organisations

Marie Martens and Tine Taveirne, KHLeuven

We present our report from a qualitative investigation experience in three totally different organisations: Colruyt Group (retail business), FOD Sociale Zekerheid (Federal Public Service Social Security) and Boskat vzw (social economy/landscape maintenance).

The topic was to find out what makes that people work in a value driven way in their organization. Our method was Appreciative Inquiry: an investigation and change method that pays attention to powerful good practices and that gives space for creative thinking.

In our presentation we pay attention to the method as well as to the results of our inquiry.

Workshop C7 "I can only strengthen others if myself is strong enough"

Students of Fachhochschule Campus Linz

The duty of social work is to strengthen the client's self-determination. To achieve this goal, it is necessary that social work is suited with enough useful resources. Those can on the one hand be personal, as on the other hand structural. However, these capabilities are neither naturally given nor are they always available. Certainly there is a constant danger to be focused way too much on the client without giving thoughts about your own needs. In this specific workshop we are trying to figure out together where our personal and professional stances are situated and how we can take advantage of them. Because only if we are strong in ourselves, we can empower the strength of others.

Workshop C8 EK-c workshop

Kristin Nuyts – Steunpunt CAW

The organization 'Steunpunt Algemeen Welzijnswerk' is a center of expertise for welfare work which is immediately accessible to the client. The Steunpunt supports the CAW's (centres for general welfare work) who offer support, guidance and counseling without specific consultations or appointments, and are open for any welfare-related question. The Steunpunt as a center of expertise does not work directly with clients, but supports caregivers and social workers by offering training, education, information, consultation, A lot of Steunpunt's work is policy-related and covers a wide range of social issues such as homelessness, prisoners, victim support, domestic violence and family issues.

In this workshop we will give a definition about the own-strength conferences, an overview of good practices in Flanders, an idea about the groups of clients reached and how they experienced this and a small hint about future dreams and ideas for bringing this model into practice. We would like to discuss your experience in your country with this model, or any reasons why it hasn't been used or introduced in your country or setting."