

EUROPEAN PERSPECTIVES MEET
SWEDISH EXPERIENCES

Listening – the essence of social work and care?

Welcome to a conference where listening is brought into focus. It has been claimed that the skill of listening is of greatest importance and when really practiced can become a key element in a life changing process.

Do we really listen to the people we meet in social work and care?
How can we develop our listening to people lacking strong voices?
Do welfare organizations utilise users' experiences in the development of programs and interventions? Or is all the talk about user involvement nothing more than another top-down strategy in order to execute control?

At the conference managers, "street-level" practitioners, volunteers, students, teachers and politicians within

- The Göteborg Region Association of Local Authorities (GR)
- Västra Götalandsregionen (VGR)
- Göteborgs Föreningscenter (GFC) and
- Department of Social Work at Göteborg University

meet together with researchers from Europe listening to, debating over and reflecting on what "listening" is all about.

25–26–27th of April 2007 in Göteborg, Sweden!



CONFERENCE PRO

DAY 1, 25TH OF APRIL AT THE DEPARTMENT OF SOCIAL WORK

13.00–16.00 Plenary meeting

Social Work in Europe

Social work and care in Italy, Spain, France, UK and Sweden

European social work identity.

Liz Frost, The University of West England

Summary about the overall image of social work in Europe.

Annamaria Campanini, The University of Parma and The University of Calabria,



DAY 2, 26TH OF APRIL AT THE DEPARTMENT OF SOCIAL WORK

09.00 Welcome

Staffan Höjer, The Department of Social Work at Göteborg University

Elisabeth Beijer, The Research-and-Practice-Unit in the Göteborg Region (FoU i Väst/GR)

09.10 PLENARY SESSIONS

Why is it important with clients participation in social work? And which role can the university play? Examples from Zaragoza in Spain.

Tomas Báñez, The University of Zaragoza, Spain

Is experience expertise? Service users and other identities examined.

Liz Frost, The University of West England

10.00 Coffee

10.30 WORKSHOPS 10.30–12.00

Workshop 1

"Shut up and listen!" How can we work methodologically to promote a dialogue?

Experiences from social work in Göteborg.

Lennart Forsberg and Pernilla Nylén, SDF Biskopsgården, The City of Göteborg, Sweden

When listening is not hearing: how can we stand the users expressions of their own needs?

Christine Bon, l'Ecole Supérieure de Travail Social, Paris, France

Workshop 2

The space of listening within different models of professionalism in social work.

Silvia Fargion, The University of Trento, Italy

Professionalism as individual development. About the terms "professional" and "professionalisation".

Klas-Göran Olsson, The Department of Behavioural and Social Sciences School of Health Sciences in Jönköping, Sweden

Workshop 3

Voices of people who have hard time expressing themselves. Presentation of a project where service users and professionals in a partnership examine services delivered from areas including earning disabilities and mental illness – a strategy for a dialogue based on the evaluation of quality.

Christina Norman, The Research-and-Practice-Unit in The Göteborg Region (FoU i Väst/(GR), Henrik Ehrlington brukarstöds konsulent, HSO Göteborg and Anna Strand Föreningen Grunden

Don't Leave Us Out! Listening to Children with Multiple and Profound Disabilities.

Nick Pike, The University of Gloucestershire, UK

12.00 Lunch

Listening – the essence of social work and care?

GRAMME

13.00 WORKSHOPS 13.00–14.30

Workshop 4

Joint evaluation – learning from listening, in cooperation with clients.

Annamaria Campanini, The University of Parma and The University of Calabria, Italy

Inside social network – listening in structured conversations.

Torbjörn Forkby, The Research-and-Practice-Unit in The Göteborg Region (FoU i Väst/GR), Sweden

Workshop 5

ÄldreLotsen ("Pilot for the elderly") – how welfare organizations can collaborate to and give support to old people over the telephone.

Rebecka Arman, The Research-and-Practice-Unit in The Göteborg Region (FoU i Väst/GR), Sweden

The space of listening within different models of professionalism in social work.

Silvia Fargion, The University of Trento, Italy

Workshop 6

Welfare changes in Italy. Social economy as a way for developing social inclusion.

Vincenzo Fortunato, The University of Calabria, Italy

Exit-processes and empowerment from drug addiction or a criminal life.

Ulla-Carin Hedin, The Department of Social Work at Göteborg University, Sweden

14.30 Coffee

15.00–16.00 Plenary session

Comments and conclusions



DAY 3, 27TH OF APRIL AT THE RESEARCH-AND-PRACTICE-UNIT OF THE GÖTEBORG REGION (FOU I VÄST/GR)

09.00–12.00 PLENARY MEETING

User involvement and managing aspects. Do we really mean that the service users are invited? Which role can universities, research-and-practice-units (FoU) and welfare organizations take in developing a listening-centered social work and care?

Welcome

Elisabeth Hajtowitz, manager of The Research-and-Practice-Unit of The Göteborg Region (FoU i Väst/GR)

Dialogue about management aspects

Lena Säljö, SDF Biskopsgården, The City of Göteborg

Cathrine Eriksson, The Municipality of Öckerö

Some comparative perspectives on skills for teaching user involvement in social work education in Europe

Karen Lyons, The London Metropolitan University

Participation from service users in the social work education

Björn Andersson, The Department of Social Work at Göteborg University

Experiences from involving service users in research-and-development-projects

Per-Åke Karlsson and Elisabeth Hanson, Research-and-Development-Unit for Elderly (Äldre Väst Sjuhärad)

Participants from GFC (Göteborgs NGO Agency)

Summary

Staffan Höjer, The Department of Social Work at Göteborg University

Elisabeth Beijer, The Research-and-Practice-Unit in the Göteborg Region (FoU i Väst/GR)

25–26–27th of April 2007 in Göteborg, Sweden!



Information till deltagare från Sverige (Information for swedish participants)

MÅLGRUPP Den här konferensen vänder sig till intresserade inom kommuner inom Göteborgsregionens kommunalförbund, vård- och omsorg inom Västra Götalandsregionen, medlemmar vid GFC samt Institutionen för socialt arbete, Göteborgs universitet.

SYFTE Vid konferensen diskuteras frågor om brukarperspektiv genom att fokusera på "lyssnandet" – i det direkta sociala arbetet eller i vård- och omsorgsarbetet, i organisationer och på en samhällsnivå. Alla föreläsningar sker på engelska men föreläsarna är ombudda att tala tydligt och långsamt. Flera av föreläsarna är inte engelsktalande i vanliga fall. Tanken är ett utbyte mellan svenska och europeiska erfarenheter i denna viktiga fråga.

TID OCH PLATS 25 och 26 april är i Lokal Sappören, Institutionen för socialt arbete vid Göteborgs universitet, Sprängkullsgatan 23. 27 april är i GR-huset, Gårdavägen 2, Lokal 135.

AVGIFT Det är ingen avgift men deltagarantalet är begränsat. Deltagarna betalar för egen lunch.

ANMÄLAN Anmälan görs på GRs hemsida, www.GR.to under knappen Kompetensutveckling i övre menyraden, via e-post till kompetens@gr.to eller på nedanstående talong. Sista anmälningsdag är 30 mars 2007.

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Anmälningsblankett

Skickas till: GR Kompetens, Box 5073, 402 22 Göteborg. Fax 031-335 51 19.

Jag anmäler mig till: DAG 1: 25 april DAG 2: 26 april DAG 3: 27 april

Jag anmäler mig till följande seminarier den 26 april:

Markera i rutan de seminarier du vill gå på.
OBS! Parallella seminarier, du kan endast välja ett seminarium per tillfälle.

Kl 10.30–12.00	<input type="checkbox"/> 1	Kl 13.00–14.30	<input type="checkbox"/> 4
	<input type="checkbox"/> 2		<input type="checkbox"/> 5
	<input type="checkbox"/> 3		<input type="checkbox"/> 6

Namn: Befattning:

Kommun/stadsdelsförvaltning/företag:

Adress: Postadress:

Telefon: Fax: e-post:



FORSKNING OCH UTVECKLING INOM VÄLFÄRDSOMRÅDET

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