**The summaries collection for June 2017 session**

**IUC Dubrovnik School of Social Work Theory and Methods**

**18. 6. – 23. 6.2017**

*Transversal topics:*

*Social Service Management*

*Legal Frame and Social Process*

*Families Facing Multiple Challenges*

*Courses:*

*Social Work with Youth in Conflict with Law - YCL*

*Social Work with Children and Families -CF*

*Community Social Work - CSW*

*Social Work Theories and Methods –TM*

*Guests: Social Policy -SP*

The list of abstracts is in the alphabetical order according to the name of authors:

(The text is not proof read!)

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**Simon Colnar**

Organisation: Faculty of Economics, University of Ljubljana

E-mail: simon.colnar@ef.uni-lj.si

Title: **Knowledge Management in Social Work Centers in the Republic of Slovenia**

Abstract:

Research on knowledge management, defined as the coordination and exploitation of organizational knowledge resources in order to create benefit and competitive advantage has been steadily growing over the past decade, however, most of the literature deals with recommendations and practices for private organizations, and rarely examines the requirements of knowledge management implementation in public sector organizations.

While the public sector is undoubtedly different from the private sector, the adaptation of knowledge management practice in the public sector is still beneficial. Increased attention is being paid to human services such as social work, and indeed, knowledge management is now a new management and research area in social services.

Theory suggests that there are advancements in understanding knowledge management and its benefits to improved performance, improved quality of services and process improvements, so it is clear that its applications could extend to the public sector as well. Social work in particular, as a practice-based profession promoting social change and development, social cohesion, and the empowerment and liberation of people, similarly relies on providing services for users, yet is typically overlooked in studies examining knowledge management optimization.

In social work system, social work centers play a particularly important role, as they are the facilitators of the entire social system. In the Republic of Slovenia, the role of social work centers in the community is gaining importance, given the recent increase in social problems due to consequences of economic and financial crisis. Knowledge management initiatives, activities and projects can and should contribute in achieving the common goal of improving quality of social services for social services users.

Type of presentation: Presentation

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**Gabi Čačinovič Vogrinčič**

Organisation: University of Ljubljana, Faculty of Social Work, Slovenia

e-mail: Gabi.CacinovicVogrincic@fsd.uni-lj.si

Title: **Social Work with Families: the Theory and Practice of Co-Creating Processes of Support and Help with multi challenged Families**

The author presents the doctrine of social work with families, research, its application in practice, and the production of new knowledge in practice for the development of both theory and practice. The subject of processes of support and help with families that face many challenges is the co-creation of changes and desired outcomes. The author presents the application of the co-creation concept in a working relationship, the concept of the individual working project of help and social work language. Social work with families is implemented at two levels: the first is the level of mobilisation for desired outcomes, the second the level of family dynamics, co- creating transparency and awareness for the changes required in order for the family to achieve the solution. The focus is on the processes of change and help that connect experts in experience, family members, and professionals, their appreciative and accountable allies in the co-creative space open for conversation.

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**Vlado Dimovski**

Organisation: Faculty of Economics, University of Ljubljana

E-mail: vlado.dimovski@ef.uni-lj.si

Title: **Social Service Management**

There is a growing recognition of the importance of management and leadership in the social work profession and the acquisition of skills and knowledge in management and leadership is viewed as key to delivering a vision for quality social services. However, in practice often social workers encounter problems as they assume management or administrative positions they are not trained to perform.

Management means cooperation – interaction between employees and various stakeholders of the organization. It means to plan, organize, lead and control resources and processes (Dimovski et al., 2014). Nowadays, debates about policies, governmental objectives and developments in social services are increasingly placed within fiscal frames, thus further influence, and highlight the specifics of social service management, which is already a unique field of its own that deserves greater importance.

Social service managers must possess skills unique to social services, including the ability to navigate moral and ethical challenges. As social service management is essentially about users as human beings, we must not hinder the importance of their emotional life nor neglect the relationships that are built in social work.

Social service values already constitute a unique framework for the practice of management, however to achieve further progress in the field of social service management, we must gradually devote focus on educating social workers in more complex management topics such as the design of workflow process, organizational design and principles of strategic management, which will ensure the common goal of more quality social services for social services users.

**Type of presentation:** Presentation / Workshop

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Frauke Dobers, Nadia von Heyden, Liudmyla Dyvnych, Simone Lamperti, Julian Prescher

Organisation: University of Applied Sciences Erfurt

**Title: "Erschöpfte Familien" =Exhausted Families**

Group of students will present a concept of **"Erschöpfte Familien" =Exhausted Families** (Lutz).

This concept shows how circumstances of poverty, unemployment, discrimination, helplessness, no access to help system and social, cultural and economical resources lead to despondency, discrimination and exclusion.

Approaches of poverty alleviation, through social and cultural participation, networking of different actors and measures, neighbourhood work and municipal poverty prevention will be introduced.

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**Tilo Fiegler**

Organisation: Erfurt University of Applied Sciences

e-mail: fiegler@fh-erfurt.de

Title: **„No more – not yet“: Post-suburbia and temporary use as a chance for an insecure urban development**

Abstract (up to 200 words):

This presentation critically examines recent challenges of urban development facing cities in Germany in particular and in Europe generally. While on the one hand, urban shrinkage processes have produced a surplus of open space, urban densification on the other hand actually provides only little space available for public use.

Yet derelict properties, including formerly functioning industrial brownfields, disused floor space in empty buildings, and so on have manifold inherent potential. The big chance for urban development is that these available spaces become living parts of the permanently changing city through direct involvement of its inhabitants.

Here the difficult role and position of Social Work becomes apparent, which on the one hand presents itself as being innovative, yet on the other hand can be regarded as having been marginalized in its significance (at least in Germany). Subsequent to this presentation, this topic will be discussed through pointed theses in small groups, including via the country-specific experiences of the participants.

Type of presentation- (presentation, workshop, other- describe): Presentation with Group discussion/Workshop

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**Vito Flaker**

Organisation: University of Ljubljana, Faculty of Social Work, Slovenia

e-mail: vito.flaker@fsd.uni-lj.si

Title: **Law invented social work in order to become more human: Legal ambitus of social work**

Social work was invented by the will to secure human dignity and freedom. People had to be provided for but not on account of losing their freedom.

Historically, the legal profession had a desire to overcome its boundaries, to venture across the rules, regulations, paperwork and legal procedures into the realm of the human unpredictability, communication and invention. This desire lies in social work.

While legal framework is essential for social re-distribution of wealth and social security, social work is quintessential to it. It provide a vehicle of re-distribution, it makes it really happen. Law frames the benefits and entitlements, legal procedures pave the way to begetting them, however, the work has to be done in order that the claims should be fulfilled, the right to be enacted. Procedures provide the riverbed, social work the flow – of resources, monies, goods and services.

Classical legal equality in an unequal society was initially constructed by invention of guardian professions who would take care of interests of less equal members of the society. Social work is one of them. Safeguarding people’s interest on their behalf is a productive function, simultaneously, however, disabling the people. New legal forms need to be invented and new social work, advocacy based practice need to be developed to overcome this role.

Rights is a common anthem of both professions, however, social work stems out of experience injustices. Universal conventions, like of the rights of the children, disabled people, are powerful tools, but what it takes to implement them on the ground level?

Legal perspective is, however insufficient, one of the dominant conceptualisations of a human. Social work perspective can supplement it extensively, on other hand the inadequacies of the legal paradigm hinder how we speak, write and deal with social work users.

One of the present day perils of social work, but also of social life in general, is its bureaucratisation, overproduction of rules, paperwork, and indirect work with people, etc.

Social work and law are in many ways antagonistic, however, they cannot survive without each other.

We will explore social work related issues in the areas of family, criminal, labour, mental health, social security and other legislation.

We will dedicate special attention to these questions:

* How are the entitlements, eligibility formed through legal procedures and social work?
* How to minimalize the restrictions; implement ‘no restraint’ and ‘open doors’ policies?
* How to avoid disabling people through ‘legal incapacity’ and ‘guardianship’?
* Should social work have a space to exert professional discretion in legal procedures?
* What does it mean ‘rights based approach’?
* What is necessary legalism and unnecessary bureaucratisation?
* How to use legal instruments in social work practice to empower the people?
* How to give priorities to people’s communication and agreement over the legal stipulations?
* How to assert people’s collectives in a legalistic individualistic society?

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**Vera Grebenc**

Organisation: University of Ljubljana, Faculty of Social Work, Slovenia

e-mail: vera.grebenc@fsd.uni-lj.si

Title: **The drained meanings of social work values in the perfunctory theatre of performance management in social work**

We can observe and experience a sad devastation over the social work practice and theory. There is probably no one left that is not disappointed with the situation in the reality of social affairs and social policy no matter where in the world is. Social work is by a tradition a profession, grounded on the values of fight for peoples’ rights and well-being. In the dictionaries of social work we can find words and concepts like: empowerment, empathy, respect, human rights, collective responsibility, advocacy, normalisation, individualisation, individual planning, respecting autonomy, respecting diversities, social and economic justice, cultural sensitivity, gender equalities, action, activation, and many others that were meant to underline and promote “social change and development, social cohesion, and the empowerment and liberation of people” (Global Definition of Social Work, IFSW&IASSW, 2014).

Three main crises that we are facing in the last decade- economic and fiscal, cultural and geopolitical – have a destructive implication for the positioning of social affairs and consequently the positioning of social work in the society. Social rhetoric in the language of social welfare and social policy has been translated into economical and managerialistic language. For example, concepts of liberation and social development vacated and filled with new meanings, less liberating but more controlling. Principles of justice reconstructed and replaced with new meanings, less subjective and relative and more universal and technocratic. Principles of performance management take over the rhetoric of social work practice: action, activating, task, function, implementation, regulation, reforming, planning, monitoring, reviewing, assessing, motivating, coaching, meeting objectives and goals, promotion and improvement of effectiveness are some of them.

This intruding of neo-liberal managerialism in service provision attitudes over the liberating and empowering principles created an atmosphere in which social workers have strong filling of being used for 'people processing', with little professional satisfaction. Discussion will point out issues: how to recognise traps of re-construction of social work values, how to resist to de-construction of empowering concepts, how to support moral courage of dedicated social workers.

Type of presentation- (presentation, workshop, other- describe): Short presentation and workshop in small groups

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**Niels Hoekman**

Title: **An Expertise Center in Eductation**

My name is Niels Hoekman. I work for Bonhoeffer College in Enschede. A school community consisting of five locations. We take care of all courses in secondary education, from Pro to VWO.

I work at the Education and Coaching department, part of the Expertise Center. Team Expertise consists of orthopedagogues, psychological pedagogical staff and speech therapists. Team Education and Coaching consists of so-called coaches with a (special) education background.

The Expertise Center was established a few years ago. Through financial cuts in education and the task of serving as many students as a school community, despite adverse factors (from a classical point of view) as (ehavioural) disorders and problems in the didactic field.

This means that there are students who drop out when educated on a large location. Because they can not operate in a large classical setting.

These students can be placed at my department. In the current construction we consist of two classes. In one class, students are placed when it’s clear that they are no longer returning in regular education. They are guided towards placement in industry, getting ready for a so called I education, switch to special education, or are waiting to be interned.

The other class consists of students whose goal is to return to regular education again. These students follow their individual education program and follow training in social skills, aggression regulation and failure reduction.

We work extensively with social work, probation service and compulsory education officers.

I mainly guide students in the reset process. I guide students with their individual school program and add cooking lessons with the goal to achieve success experiences and teach students to work together as well as to teach them how to work independent. In this presentation I want to share my experience working I this dynamic context.

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**Adelina Lungu**

Organisation: People in Need, Republic of Moldova, Manager of Social protection projects.

e-mail: adelina.lungu@peopleinneed.cz

Title: **The challenge of Social Services Development for People with Mental and Intellectual Disabilities in Republic of Moldova**

Abstract (up to 200 words):

The issue of integrated social service reform in Republic of Moldova is at the crossroad of two major areas of reform: the public administration, with an emphasis on public service reform and reform of social protection. Currently, the social service system is under development, accent being diverted from the residential care to the community services. Although there have been some attempts to mapping the social services and consolidate their database, which contains data about average spending for social services, the mapping is still not developed.

 In case of the social services system in Moldova, the population needs are not necessarily equivalent to the demand for services. Accordingly, even if there are certain categories of socially vulnerable persons, many of them do not require social services from Local public Authorities (LPAs). This causes a lack of confidence in local governments and service providers, but especially the lack of knowledge and awareness about the possibility of seeking social services.

Type of presentation- (presentation, workshop, other- describe):

Short presentation and small workshops on identifying the best practices and the way of overcoming the obstacles in management of social services in other countries.

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**Nina Mešl**

Organisation: University of Ljubljana, Faculty of Social Work

e-mail: [nina.mesl@fsd.uni-lj.si](mailto:nina.mesl@fsd.uni-lj.si)

Title: **Social work with multi-challenged families in Slovenia: new challenges for social workers and social policy makers**

Abstract (200 words):

The economic crisis contributed to an increasing number of multi-challenged families in Slovenia. This sets new tasks for social policy makers and social workers. Findings of the action-research project *Helping families in the community: co-creation of desired changes for reducing social exclusion and strengthening health*, show that in order to competently help families, it is necessary to provide qualified social workers who will consistently practice the doctrine of contemporary social work and an institutional framework, which will enable it. What kind of institutional framework will be set within the reorganization of centres for social work, main public institutions for people in need in Slovenia?

Within the project, where we developed knowledge for collaboration with multi-challenged families in community, we tried to open space for families to be heard: what kind of experiences with helping processes did they already have, what did they find useful in the project etc. Some of their experiences with collaboration in the project, which we gained by analysing the material collected through in-depth interviews with families at the end of the project, will be presented. Findings are an important starting point for further development of social work with families and for the planning of the current reorganisation of centres for social work.

Type of presentation- (presentation, workshop, other- describe):

- presentation

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**Mari Nordstrand**

Organisation: Norwegian University of Science and Technology , Institute of Social Work

e-mail: mari.nordstrand@ntnu.no

Title: **Perception of Student Supervision by Agency Supervisors – An Exploratory Study**

Abstract (up to 200 words):

Practice placement has been a basic component in Social Work Programmes for many years. And supervision of students has been a valued role for social workers. We carried out a pilot study of nine supervisors from practice settings, dealing with their experiences with and views about supervision of students. We found that the content of supervision depended on the agency context. Supervision embodies core agency values. There was a lack of common ground between supervisors and the school of Social Work and between supervisors and the students.

Type of presentation- (presentation, workshop, other- describe): Presentation or workshop

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**Viktorija Pečnikar Oblak**

Organisation: Faculty of Sport Ljubljana in association with Faculty of Social Work Ljubljana

e-mail: viktorija.pecnikar.oblak@gmail.com

Title: **Presentation of Doctoral Topics: Judo for athletes with disabilities**

Abstract (up to 200 words): Judo za športnike s posebnimi potrebami se v Sloveniji razvija že 20 let. Obstaja veliko dobre prakse, a malo zapisov, objav in strokovnih člankov ter meritev. Uradna tekmovanja v inkluzivnem judu pod okriljem športnih zvez so se pričela šele lani. Financiranje s strani države, občin in športnih zvez je zapleteno in selektivno. Kot študentka prvega letnika doktorskega študija na Fakulteti za šport v Ljubljani, bi želela v doktorski nalogi prispevati k znanosti na omenjenem področju. V ta namen smo že opravili meritve moči stiska pesti 17 judoistov s posebnimi potrebami in objavili rezulatate. Na delavnici bi želela podrobneje predstaviti dosedanje raziskovalno delo in povabiti sodelujoče, da mi pomagajo pri natačnejši določitvi – opredelitvi doktorske teme.

Judo for athletes with disabilities in Slovenia is developing for almost 20 years now. There is a lot of good practice, but only a few records, publications, professional papers, and measurements. The official competitions for athletes with disabilities organised under the auspices of Slovenian Judo Federation started this year. Funding by the state, municipalities and sports federations is complex and selective. As a first-year PhD student at the Faculty of sport in Ljubljana, I would like to contribute to the science in the area of judo or martial art for athletes with disabilities. We already performed some measurements of grip strength of 17 judokas with disabilities and publish the results. In the workshop I would like to present the existing research work in more detail and invite participants to assist in the determination of the definition of a PhD topic and perhaps help to create a model/scheme of proper inclusion.

Type of presentation- (presentation, workshop, other- describe): presentation + workshop

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**Anita Plakolli**

Organisation: NGO People in Need Kosovo <https://www.clovekvtisni.cz/en>

e-mail: [anita.plakolli@peopleinneed.cz](mailto:anita.plakolli@peopleinneed.cz) [anitaplakolli@hotmail.com](mailto:anitaplakolli@hotmail.com)

Title: **“Integration of Socially Excluded persons” - Social Integration of vulnerable groups through Inclusive Education and Social Field Work”**

Abstract (up to 200 words):

People in Need Kosovo’s current activities aim the integration of Socially disadvantaged groups of society; Integration of Blind and Visually Impaired, Supporting Employment/Focusing in abilities as well as Social Integration through Inclusive Education and Social Field Work.

“Integration of Socially Excluded persons” is a pilot project that aims to integrate the most vulnerable groups of society in Kosovo, focusing in Roma, Ashkali and Egyptian communities in two municipalities in Kosovo. Transferring the Social Integration Program and the Czech methodology for Inclusive Education and Social Field Work approach, to the municipalities of the targeted population, has been very interesting and challenging. Having a chance to present and exchange this experience at the respective institution, as well as sharing issues encountered in the field work with Children and Families would contribute to exploring Social Standards for Social field work. Spreading multiculturalism and gaining further knowledge and skills, encourages me to grow professionally and personally through this mobility. Practical experience gained in this mobility will help me throughout my career and give an international dimension to my professional career. A summarizing report consisting of recommendations for change and lessons learnt will be submitted to the management of PIN Kosovo and published in PIN International Communications Platforms.

Type of presentation- (presentation, workshop, other- describe): Presentation

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**Linda Rothman**

Organisation: HAN – University, Netherlands

e-mail: Linda.Rothman@han.nl

Title: **Training professionals to centralise service users in care**

In this presentation I want to focus on how professionals in care can be trained and educated to work client centered. I do this from a mixed perspective of practice, education and research. From the educational perspective I centralise a training that is provided for professionals whom work in one of the best practices in the Netherlands when it comes to working client centered. I will make this interactive by doing an exercise with the participants and let them experience how hard it is to really centralise clients in care. From the practice point of view I will share some cases on how these professionals try to centralise service users. I’ll do this by sharing a short movie. Finally I’ll focus on the literature and what it says about client centered care from a perspective of empowerment.

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**Branka Rešetar**

Organisation: Faculty of law Osijek

e-mail: bresetar@pravos.hr

Title: **The role of the law in social work**

Abstract (up to 200 words):

The common goal of social work and law refers to the greatest possible development of a person within a society in a particular temporal and spatial context. While law is aimed at ensuring general legal security in a society, social work tries to promote social changes and resolve interpersonal issues as well as to boost people to achieve welfare, all in the area of human interactions. For that purpose, law applies legal principles and legal systems whereas social work takes advantage of theories of human behaviour and theories social systems.

Roscoe Pound, one of the most prominent legal theoreticians of the 20th century, dealt with the bond between law and social work in regard to their common goal and the greatest possible development of man as a person and his/her rights. His thoughts and ideas of the link between law and social work, originating from the beginning of the 20th century cannot be ignored even today. Stressing the need for social changes and the role of social work therein on one side and the role of law to reconcile freedom of life to freedom of choice and the necessity of restrictions and stability in a civilized society on the other side deserve attention even today, after almost a century.

This paper presents Pounds’ theory of the link between law and social work, connecting it with the role of social work and law and their interaction in a contemporary context.

Type of presentation- (presentation, workshop, other- describe): Presentation

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**Nina Helen Aas Røkkum**

Organization: Department of Social Work, Norwegian University of Science and Technology (NTNU)

e-mail:nina.rokkum@ntnu.no

**Title: Institutional Ethnography: Studying the Child Welfare System from the Margins**

As new approaches to the development of knowledge emerge in the social sciences, there is a need to explore how appropriate they are to use in social work research. Dorothy E. Smith (2006; 2008) developed institutional ethnography (IE) as part of an alternative sociology based on feminist standpoint theory to explore institutions from the standpoint of disadvantaged groups in society. Further, IE does not begin in theory. Rather it is committed to work from and with people’s everyday experiences.

I argue that Institutional Ethnography is a method of inquiry congruent with social work principles and can be an effective tool to analyze the various aspects of social work, but also to inform practice. As an example, I will discuss how the child welfare system can be understood from the standpoint of disadvantaged families, as well as the implications for social work research and education.

**Type of presentation- (presentation, workshop, other):**

Presentation, with the opportunity to ask questions that can lead to further discussion.

**References:**

Smith, Dorothy E. (2006). *Institutional Ethnography as Practice*. Rowman & Littlefield Publishers, Inc.

Smith, Dorothy E. (2008). From the 14 level sidewalk. Writing Sociology at Ground Level. *Sociological Inquiry*. 78 (3), 214-422.

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**Miranda Rutenfrans-Stupar**

Organisation: Stichting Maatschappelijke Opvang Breda e.o., the Netherlands

Tilburg University, the Netherlands

e-mail: M.T.J.Rutenfrans@uvt.nl

**Tine van Regenmortel**

Organisation: Catholic University Leuven, Belgium

Tilburg University, the Netherlands

Title: **The Influence of Leadership Style on Work Engagement and Team Performance**

The current empirical study aims to increase the understanding of the relationship between leadership style, work engagement and team performance in the context of a social support organization for homeless people (SMO Breda). Nowadays, the main goal of such organizations is to provide the best support for clients in the most efficient way. In line with this, SMO Breda developed a new way of working “Further by doing”. Important aspects of this intervention are creating a more autonomous culture, stimulating a leadership style (e.g. charismatic) which enhances work engagement, and improving team performance. Unfortunately, there is a substantial lack of literature and research on these topics in the social support sector. 101 employees of SMO Breda participated in this study, where self-reported leadership style, work engagement, and team performance were assessed by using validated questionnaires. Information about client satisfaction was taken out of the management dashboard. As expected, analyses revealed a positive significant relationship between charismatic leadership and work engagement, and between transactional leadership and client satisfaction.However, the positive influences of charismatic leadership and work engagement on team performance and client satisfaction were not confirmed in this study. The findings contribute to the understanding of a possible effect of “Further by doing” on the quality of life in homeless people and have important implications for other social support organizations to benchmark.

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**Miranda Rutenfrans-Stupar**

Organisation: Stichting Maatschappelijke Opvang Breda e.o., the Netherlands

Tilburg University, the Netherlands

e-mail: M.T.J.Rutenfrans@uvt.nl

**Rick den Haan**

Organisation: SMO Breda e.o., the Netherlands

Title: **Sports Surprise: A Pilot Study of a Sports-Based Social Support Intervention for Homeless People in the Netherlands**

The current pilot study assessed the influence of an innovative sports-based intervention, Sports Surprise, on social support and the sense of coherence in homeless people. Within Sports Surprise, homeless people are stimulated to play sports in a secure, protected environment of a social support institution leading to active long-term memberships of sports associations outside the institution. Within the social support sector, this approach is unique as the clients are stimulated in a more (by sports) lifelike manner to expand their network with non-homeless people outside the institution. This is contradictory to the more traditional approach where the focus lies on the improvement of social skills without actual social interaction outside the institution. This is the first (pilot) study, to our knowledge, on the effect of sports-based intervention on social support of homeless people. Six clients of a social support organization (SMO Breda) participated in this study, where the social support was assessed in a semi-structured interview that was conducted after the intervention. The sense of coherence (the ratio between health, stress and coping) was assessed before and after the intervention by using a validated questionnaire (SOC-K). Results show a positive influence of Sports Surprise on social support. However, the positive relationship between Sports Surprise and the sense of coherence was not confirmed in this study. The findings contribute to the understanding of interventions that focusses on social inclusion of homeless people which is currently an important focus of the health care program of the Dutch government.

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**Inkje Kristin Sachau**

Organisation: Erfurt University of Applied Sciences, faculty of Applied Social Sciences

e-mail: Inkje.Sachau@fh-erfurt.de

Title: **Religious Aspects of Peacebuilding. Case Studies from Bosnia and Herzegovina**

Abstract (up to 200 words):

This presentation will introduce peacebuilding as an approach of community work. We will discuss the terms of peace, peacebuilding and the question of the role of religion within processes of reconciliation and trust building in post-conflict societies.

Unlike to common media images, all world's religions offer diverse lessons for preventing and ending violent conflicts. Based on religious scriptures the value of peace in Judaism, Christianity and Islam will be presented.

In the example of Bosnia and Herzegovina it will be shown which approaches and methods can promote peace in a religious context, within a multi-ethnic and multi-religious society.

In view of four case-studies from own research strengths and challenges of religious-based NGO peace work will be reflected.

In the workshop participants will exemplarily have the opportunity to get involved in exercises which are performed in the practical religious peace pedagogy.

Type of presentation- (presentation, workshop, other- describe): Presentation with Workshop

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**Nina S. Skjefstad**

Organisation: Norwegian University of Science and Technology , Institute of Social Work

e-mail: [nina.skjefstad@ntnu.no](mailto:nina.skjefstad@ntnu.no)

Title: **“Theory of Recognition”**

**Abstract**

Recognition is a core value in social work. It is also a theoretical concept that leads us to the right way to act. It is a complex concept which can be related to social justice, social change and solidarity. The concept of recognition is based on basic humanistic values of the worth of mankind and democratic values of inclusion and participation.

In this paper I will explore the concept of recognition. Drawing on the findings of my ph.d.-project I will discuss how theory of recognition is relevant for social work practice. The dissertation is built on a long term study of parts of the social work practice in the municipality of Trondheim, Norway, over a period of three years. Recognition is a key concept in the thesis.

Special attention will be given to the German Social Philosopher Axel Honneth and his Theory of Recognition. According to Honneth there are three mayor forms of recognition: Love, rights and solidarity. In my project, I found that recognition can be seen as: An ethical standpoint, an effective element in social work practice and as a foundation for citizenship; for a human, democratic and just society. Bearing this in mind, I will discuss how practices based on recognition can be developed in the social work offices. The findings in the ph.d.-project suggest that it is essential that the service users experience that they are being seen and heard, and that they are being taking seriously regarding their personal characteristics, their rights as a legal subject, as well as regarding what their personal contributions are in different social communities.

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**Hanne Elisabeth Sørlie**

Organisation: Norwegian University of Science and Technology

e-mail: [hanne.e.sorlie@ntnu.no](mailto:hanne.e.sorlie@ntnu.no)

**Torill Tjelflaat**

Organisation: Norwegian University of Science and Technology

e-mail: [torill.tjelflaat@ntnu.no](mailto:torill.tjelflaat@ntnu.no)

Title: **Children’s Experience When Child Welfare Intervene in the Family- A black box for the social workers?**

Our presentation refers to a case study about how children, parents and social workers experience the investigation phase in child protection. We interviewed six children from 12 to 15 years old, and we will focus on their experience.

Introductory, we will outline the legal framework of the investigation phase, including the role and right of the child. Then we will present the methodological approach in the case study, and empirical results linked to following issues:

The child’s pre-understanding of child protection

The child’s experience of:

* The contact and relation to the child protection
* The reaction of the family
* Information and participation
* How the intervention has influenced the family

The children gave us information unknown to the social workers. We will therefor conclude this presentation with a discussion about how child protection can gain insight into this “black box” children told us about, in order to improve practice.

Type of presentation: Joint presentation from two presenters