

## Training course “Senior Service Worker”

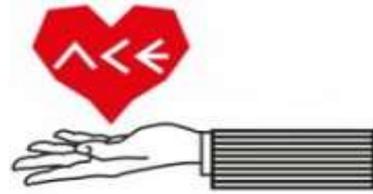
### MODULIS 5: BENDRUOMENĖS BENDRADARBIAVIMO TINKLŲ KŪRIMAS

*(šiuo metu mokymosi turinys pasiekiamas tik anglų kalba)*

#### Learning Unit 1: Basic concepts of networking and social space

**Thematic focus:** Introduction and theoretical foundations of networking and social space

1. Why the demand for highly complex care, both in care institutions and in home care has been increasing, lately?
  - a. Because there is not solidarity among people anymore.
  - b. Because the families don't want to care for their elders anymore.
  - c. Because elders require only high quality nursing care.
  - d. Because demographic and social changes are shaping the way we face the problem.
2. Demographic and social change, aging of population and growing life expectancy cause highly complex elderly care demands, both in care institutions and in home care. Can professional care providers meet these demands on their own? Choose the correct answer:
  - a. Professional care providers cannot meet these demands on their own.
  - b. Networks and co-operations aim for synergy and better communication between care providers that have been acting independently so far.
  - c. A cooperative and coordinated approach can be more flexible to care requirements of the aging population.
  - d. All above is true.
  - e. All above is false.
3. Definition of the 'social space' related to our topic:
  - a. Public place where to meet and enjoy life.
  - b. The environment around us.
  - c. It describes the everyday-living-circle of human beings that need to pursue their needs and interests. Social space means the centre of the living environment – where people live, spend their free time, that they can design and influence in their own specific way, where they buy their provisions, cultivate their contacts and where they park their car.
  - d. All above is false.
4. Choose the right definition:
  - a. The term networking can be applied only to media.
  - b. The term networking can be applied only to the modern society.
  - c. There is a uniform and generally binding term 'network.' The definitions do not change according to the subject, use and aim.
  - d. A network consists of several knots connected to each other. The term networking appears in many areas and is the answer to growing division of labour and differentiation in parts of society to satisfy the need for coordination.



5. Which is the primary motivation to found a network and engage in it?

- a. The firm belief to profit in/from the network.
- b. A monetary and hierarchical relationship.
- c. A fusion of identities of the single participants in one.
- d. There are no tangible reasons to be a part of a network.

6. According to Block, do the following preconditions have to be met in networks?

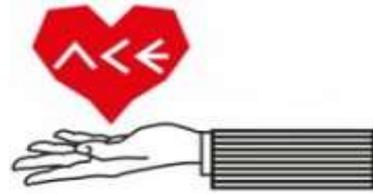
- All participants are voluntarily interested in the cooperation. Human beings form networks, not institutions.
- All participants recognise and pursue one (or more) target
- All participants stay independent and do not lose their identity. A fusion is no network
- All partners should profit economically and/or contextually.
  - a. Yes
  - b. No
  - c. Some of them.

7. Networking in health and social care has many objectives and benefits. Please list at least three reasons to become a member of a network or to initiate a network.

- a. ....
  - b. ....
  - c. ....
- Open new target groups
  - Enhance the service spectrum of the own organisation by cooperation
  - Gain and share information
  - Establish new knowledge
  - Develop innovations
  - Discover and use the know-how of others
  - Grow and stay competitive
  - Increase your flexibility
  - Decrease your risk
  - Reduce costs
  - Think outside the box
  - etc, etc

8. Which of the following properties are a) relational features, b) functional features, c) structural features of a network:

- a. Exchange of resources, exchange and sharing of information, conveying of help and backup and support and assistance. (functional feature)
- b. Mutual reciprocity, abundance of contents, homogeneity / heterogeneity, commitment, intensity / frequency of contacts, resilience and steadiness and relations between social roles. (relational feature)
- c. Size, density, clusters or classes. (structural features)



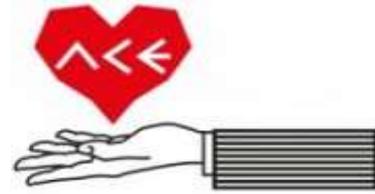
- d. Interview guidelines, work and the environment, their history and culture, communication, relationships and values. (nothing)
9. A strong link is a long-lasting, stable, mutual relation like friendship or relatives; while weak links are links between neighbours, acquaintances or colleagues, less intensive, emotional and mutual. Which one is more related to preventing people from living in nursing homes?
- Strong link.
  - Weak link.

## Learning Unit 2: Networking in community based settings

### Thematic focus: Governance and controlling of networks

- Please indicate if the following statements are true or false:

10. Networks need management (governance) and coordination. True  False
11. The stabilisers of social entities like rules, regulations, systems of command and obedience or economic incentives, do not work in networks but destroy the precondition of a network. True  False
12. In a functional network none of the partners should profit from the common work. True  False
13. Which types of contributions do the networks survive by:
- Financial/material contributions (supporting membership)
  - Payments in kind (rooms, photocopier, paper)
  - Working time (full-time work, voluntary work)
  - Special skills (accountancy, help with the authorities)
  - Contacts (political contacts, government)
  - All of them.
14. Who in a network faces the challenge to create a balance between areas of conflict that exist in all networks?
- The facilitator
  - The network manager
  - Any network member
  - All of them.
15. Sydow identifies eight areas of tension in the networks that have to be taken care of. On their balance depends success or failure of networking. Quote at least 3 of them:
- .....
  - .....
  - .....



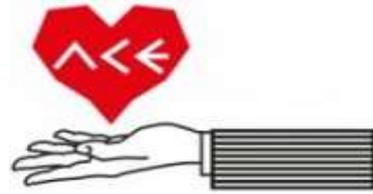
### Learning Unit 3: Methods of social space analysis

#### Thematic focus: Method toolbox for social space analysis

16. How is the social space described?
- The place “where I belong”, where someone wants to live until he dies.
  - The place where the volunteering associations meet.
  - Any places in the living environment.
  - The structures for hosting elder people without relatives.
17. What is the objective of networking in social spaces?
- Analysing and researching on senior inhabitants of the area.
  - Building and promoting sustainable cooperation between all local actors and relevant stakeholders.
  - Cooperating among professionals, involving also volunteers.
  - Using the public structures of the territory.
18. One among these statements is not correct:
- For life quality in older age the everyday environment and familiar surrounding are not very important.
  - Most of the elderly want to spend an independent life as long as possible.
  - Elder people are looking for services, which allow them to live at home, and in the quarter where they spent their previous life.
  - The Senior Service worker are the important key persons for social space analysis. Their task is to assess if the structures of a network are geared to their needs, which services have to be offered to reduce the health gaps in the quarter.
19. What is the key idea of social space analysis?
- Discover, analyse and shape social spaces in order to create social conditions that enable processes of social development.
  - Identify internal personal resources of the elderly (e.g. medical consultation: possible accompaniment by grandchildren) and their external resources (e.g. delivery service by a grocery store in the quarter).
  - Reduce an academic research to a practical application in everyday life of its contents.
  - Focus on resources and life-world based contexts of help and services (family, relatives, neighbourhood and social networks).

20. Explain what is among the methods of social space analysis, the "Needle method".

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The Needle method gives a visualisation of places in a quarter frequented by the inhabitants (Spatschek/Wolf-Ostermann 2016). The inhabitants are asked to pin needles on a district map or a section of a city map. They use needles with different colours to mark their chosen point with certain criteria as “good”, “bad” etc. The needle method is like “bird’s eye view” and shows the meaning of special places, e.g. popular venues for the elderly (Café, parks), disliked places (railway station) or places that are never frequented (Internet Café). The results are presented on a map, they are compared, discussed and evaluated in different groups. This method cannot be used for detailed information about the quality of these marked places (e.g. if the senior center can be easily reached by public transport). The Needle method can be also used in a mobile version.



21. Explain what is, among the methods of social space analysis, the "Structured town walks".

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Two types: Type one is an observation of researchers or social work practitioners who "try to find out more about a social space through a collection of impressions and perceptions that are gained in direct field experience." They focus on atmospheric aspects and social interaction, walk fixed routes and use filed notes and manuals to get a "higher density of observation". The contact to the inhabitants is of secondary importance. Type two is a special form where the town walk is performed with inhabitants to experience their impressions on living in concrete spaces. This walk can explore "hidden places and stories". Experiences show that a combination of both types is useful. Often the structured town walk is performed in two phases: After the walk of the practitioners follows the walk with the inhabitants. "To reach a multiple and encompassing picture, it is important to discover a space with different groups and learn from their different experiences." The observations and impressions are documented parallel by photo and recording. Senior Service Worker have to consider that sometimes the elderly need support to do the documentation; one of the team could take on the task. The figure below shows how subjective impressions of a wheelchair user are documented representatively.

22. Explain what are, among the methods of social space analysis, the "Eco Maps of resources"

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The Eco-map simulates a model of an ecological system that highlights the connections between a family and its environment. The method focuses the social relationship of a person with the resources of his/her individual network.

23. Are "Eco Maps of resources" effectively drawn on the basis of information collected?

- No, it is only the real Map of the area.
- No, it is only a metaphorical map.
- Yes, and it can be represented in various styles as far as each person can interpret it in his own style.

#### Learning Unit 4: Communication in networks

##### Thematic focus: Method toolbox for large group moderation

24. What is the element that improves most the cooperation among network partners?

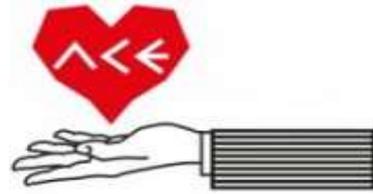
- Communication.
- Facing new challenges.
- Sharing same ideas.
- Living in the neighbourhood.

25. Networking communication comprises (tick the extraneous elements if any):

- External communication, public relation and effective public image.
- Active press work, websites, online marketing, newsletter for interested persons, images and films, local events.
- Internal communication.
- None to tick

26. Which is the most important success factor for a good networking?

- Creating a good atmosphere of cooperation
- Developing a culture of working together.
- Focusing on internal communication.



- d. Identifying potential volunteers to help in it.
- e. Agreeing networks rules and management guidelines to avoid/deal with conflicts and problems within the network.
- f. Agreeing about basics and rules of cooperation.

27. What is the main aim of a successful network?

- a. Joining forces to improve quality of life for the elderly by community based services.
- b. Creating new businesses.
- c. Organizing successful recreation.
- d. Meeting new people.

28. Opportunities for communication are (tick the extraneous elements if any)::

- a. Organizing regular meetings where to share information.
- b. Keeping personal contact within the network.
- c. Avoiding increase in network membership
- d. Having a clear definition of roles and responsibilities.
- e. Monitoring rules and agreements regularly.

29. In a network, how is called the person responsible for communication inside the group?

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The networking manager, responsible for organization, content, structure and moderation of the events in a network.

30. Quote the most successful methods of large groups moderation:

- a. Six Step Moderation Cycle”.
- b. “Open Space Method”, “Future Search Conference” and “World Café”, they are based on the Six Step Moderation Cycle.

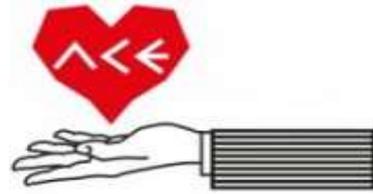
31. What is moderation of a large group compared to?

- c. To the coordination of a herd of wild horses.
- d. To the management of a Jazz Band since a good band needs a conductor who is able to synthesize many individual pieces into one giant work and the highest virtuosity of all members to achieve the objectives and results.
- e. To keep a class of student silent.

32. What inspired Harrison Owen to develop the “Open Space Technology Method”?

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H.O. was inspired by experiences with the „village palaver“ in Liberia and the daily ritual of coffee breaks in Western societies. This method brings all partner of a network together to share ideas and visions. The quite loosely structured environment engages them to discuss various topics with each other. The open space setting emerges the special energy which is inherent in the group. The moderator has to define the process rules, principles and boundaries with careful respect to the perspective of the diverse actors in the network

33. What does the method of large group moderation Future Search Conference consists of?



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The method Future Search Conference was developed in the Anglo American region by M. Weisbord and S. Janoff at the beginning of the ninetens. Based on the concept of action research the participants collect and analyse data from the past and the present to define a common vision for a desired future. This method is widely used for shaping the future in organizations and communities. The moderator guides the group through a structured process and enables the group to have meaningful discussions and to take responsibility of the results.

34. Is the method "World Café" a:

- a. Formal method of managing and moderating large groups.
- b. An informal method to bring large groups of people together like in a café.
- c. A way to create a space where to get a free coffee or a free meal.