



E-Manual for Dialogical Approach implementation

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2021 – Proposal submission



The e-Manual for Dialogical Approach implementation (**PR5**) was originally designed to:

- **collect** in a systematic way all the results of PR1, PR2, PR3 and PR4 in order to provide guidance on how to implement a dialogical approach
- **highlight** the mechanisms which trigger effective cooperation among the different key actors involved (governance group, tutors, facilitators and recipients)
- **introduce** the fundamentals of dialogical approach and **explain** the role of key actors in disseminating the change of perspective that involve citizens, intermediate bodies, services and institutions at a peer level



January 2023/April 2024 – Dialogical approach training



Throughout our **DA training** we have learnt how to think and act dialogically, that is:

- how to listen to our own thinking and to that of other people
- how to ask questions
- how to build on each other's contribution in order to get a new perspective on a specific worry

As professionals working in different fields such as education, health and social policies, both in public and private organisations, academia and third sector, we felt the need to **collect the outcomes of our journey as a group** and to connect reflections and experiences



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For that reason, we decided to write the manual bearing in mind **two main intentions**:

1. explore the **what**, the **how** and the **why** of dialogical approach in order to build a common ground, to lay the foundations for a **common language**, based on theoretical basis and subjective experiences
2. make dialogical approach accessible to those who might find it a **valuable resource** for their **own work or workplace** by providing examples of different ways of introducing dialogical approach into different working contexts



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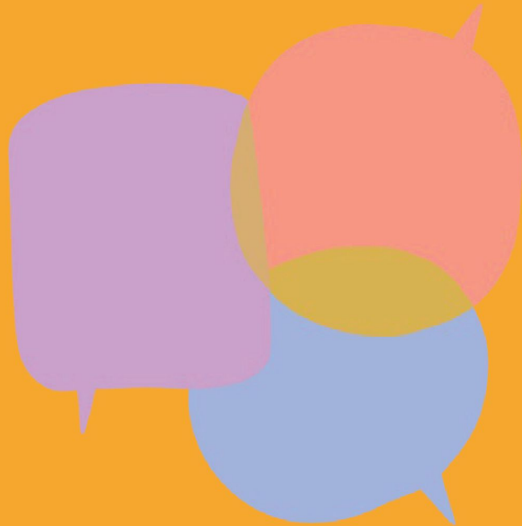
The experiences from the territories:

- Santa Casa da Misericórdia da Amadora (Portugal) promotes a **dialogical shift in managerial and organisational processes** based on the very concrete needs of reinforcing integrated work among different areas and putting users at the centre of service design;
- Emilia-Romagna Region (Italy) case studies show us the importance of the **engagement of professionals**, both familiar with or new to the approach, and the effort in **connecting them and keeping them connected**;
- Municipality of Pudasjärvi (Finland) case study highlights the suitability of dialogical approach in dealing with **complex situations** and the extent to which a dialogue can generate a **greater impact** than, for example, a panel discussion between experts when dealing with the **concerns of a community**.





Dialogical-work: Our journey into dialogical approach



In a nutshell, this manual is about a journey into dialogical approach which is not yet finished nor the same for every person (or every organisation): starting from the experiences of the partners involved in the project, we will explore the results achieved and the goals for the future, the knowledge acquired and the acknowledgement of a practice which can be truly transformative.



The manual is available for download at:

<https://assr.regione.emilia-romagna.it/attivita-internazionali/dialogical-work/en/intro>



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Thank you!

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