

LET'S STAY IN DIALOGUE

**3RD OF JUNE 2 PM TO 5 PM ONLINE
ZOOM PLATFORM**

PRACTICING INTEGRATION IN THE WELFARE SYSTEM.

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The dialogic approach is aimed at fostering a cultural change in how the organisation interacts with users, patients, and citizens, recognising the relational aspect as fundamental among all actors in the system.

The meeting is open to everyone and will be a moment to:

- **Learn** about and **put into practice** the dialogical approach
- **Present the dialogical experiments** that took place in various European countries, thanks to the Erasmus+ project Dialogical-Work
- **Discover and receive for free the e-manual** "Our journey into dialogical approach", produced during the Erasmus+ founded project

Explore the full schedule in the next page



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PROGRAMME

- 2.00 PM Opening and welcome - Tommaso Gradi, Giorgia Pagano, Tatiana Saruis** - Innovation in social and health services department, Emilia-Romagna Region, Italy
- 2.05 PM Introduction and opening dialogues, with Heikki Ervast and Jukka Hakola**, Oy Dialogues and Design Ltd
- 3.00 PM The Dialogical Approach: What is it? Why implement it within services and organisations? with:**
- **Heikki Ervast and Jukka Hakola**
 - **Anna Carretta** - expert in Dialogical Approach
 - **Tatiana Saruis** - Emilia-Romagna Region, Italy
- 3.30 PM Real-life Dialogical Approach: what changes does it bring within the organisations?**
Dialogues in small groups, with:
- **Heikki Ervast and Jukka Hakola**, Finland
 - **Adriano Fernandes** - Head of Innovation at Santa Casa da Misericordia da Amadora, Portugal
 - **Riccardo Farina** - Province Autonomous of Trento, Italy
 - **Tommaso Gradi, Tatiana Saruis, Anna Carretta** - Emilia-Romagna Region, Italy
 - **Mirjam Koning, MSc** - Lecturer & international coordinator bachelor of nursing, Rotterdam University of Applied Sciences, Holland
 - **Lorenzo Mercurio PhD** - Full Professor of Organization Studies Department of Public Health - University of Naples Federico II, Italy
- 4.00 PM Presentation of the e-manual: "Our journey into Dialogical Approach" with:**
- **Riccardo Farina**, Province Autonomous of Trento, Italy
 - **Tommaso Gradi and Giorgia Pagano**, Emilia-Romagna Region, Italy
- 4.20 PM Dialogical training in small groups with Heikki Ervast and Jukka Hakola**
- 4.50 PM Conclusions and goodbye!**