

**Marco Braghero.**

**Public service as a coaching service: Dialogue practices in public services.**

The Italian group has been conducting research for four years as a public service as a coaching service, in collaboration with Jyväskylä University, Department of Psychology, supervisors prof. Jaakko Seikkula and prof. Tom Arnkil, IUSTO University Rebaudengo Turin, prof. Alessio Rocchi, University of Pisa, Faculty of Medicine, Department of Neuroscience, prof. Angelo Gemignani, CNR of Pisa, dott. Alessandro Pingitore, Dr Francesca Mastorci, the PeaceWaves International Network Association and the TuttoScuola Magazine.

Research sees how dialogue practices, integrated with a coaching process and the use of relational mindfulness can impact on improving the quality of public services, evaluating their outcomes, their criticalities, their adaptations, and the possible developments.

The working group aims to make it known and experience how in the various public services the dialogic practices, the coaching and the integrated mindfulness can become daily ways of dealing with the delicate work of the public service.

The research team's experience has developed a process called Dialogic Practice Coaching & Mindfulness (DPCM), which involves practice in multi-session sessions, presence of operators, families and social networks, or, as far as local governance is concerned: political, Administrative director and employees of the body. Sessions provide open dialogues, reflexive dialogues, and dialogues from the future. Additionally sessions are alternated with individual coaching sessions and team coaching sessions. The process was accompanied by a relational mindfulness path for all the operators in order to improve awareness, attention and decrease stress. The polyphony of the voices creates a new space, another space (exotopia) able to make dialogical dialogues and to address the services from other points just like in a coaching service where asymmetry of positions recomposes in the symmetry of dialogue .

On the first day, the working group will address the dialogical practices in social services, in particular those dedicated to the prevention and protection of minors through the experience of the Comune Together, of the Milanese Interland;

The second day will be devoted to local governance and municipalities. The dialogue will focus on how dialogue practices can become social innovation for an entire local community, through the experience of the City of S. Donato Milanese;

The third day will be devoted to dialogic practices in the school through the IC experience. Of Castel Goffredo (MN) and the IC of Asola (MN). How Dialogue Practices Can Help Teaching-Learning Processes, Facing

Drop-Out, and Developing Excellence and Well-Being of the All- Educating Community.

- In addition to illustrating dialogic processes in the various public services, the working group aims to provide insights and open the dialogue on the possibility / usefulness of dialogue practices such as social innovation, an approach for the participatory transformation of public services and local governance, developing Paradigms of responsibility, commitment and alliance.