UNIVERSIDADE LUSÍADA
LISBOA

Course Unit Program
Structures and Social Interaction

Academic Year 2025/2026

1. Organic Unit

Higher Institute of Social Work

2. Course

SOCIAL WORK

3. Cycle

1st

4. Course Unit

Structures and Social Interaction (L4528)

5. Scientific Area

6. Curricular Year

3rd

7. Type of Curricular Unit / Semester

1st Semester

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8. Class type and workload (work time)

Theoretical classes:	30,00
Practical classes:	
Theoretical-Practical Classes	
Tutorial Guidance:	20,00

9. ECTS Credits

6,00

10. Scientific Area Coordinator

11. Regent

Prof. Doutor MICHEL GUSTAVE JOSEPH BINET

12. Assistants

13. Teaching Language

Portuguese

14. General Objectives

-Differentiate and study the articulation of the various levels of organization of social life, through the variation of analytical scales.
-Introduce phenomenology and ethnomethodology to train reflective professionals, attentive to microethical issues.
-Know how to segment and analyze interactional frame.
-Problematize the issue of « (dis)empowerment ».

15. Specific Objectives

-Recognize everyday life as a continent to be explored and discovered.
-Know how to adopt a « first-person stance » (P. Vermersch) in observation and interview practices (Microphenomenological Explicitation Interview).
-Understand the relevance of behavioral details in the analysis of professional practices.
-Relate the definition of situations and the negotiation of identities with the social construction of a culturally plural reality.

16. Skills to be acquired

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-Know how to use ELAN, software (free) for transcription and annotation of audio and video recordings, for the purpose of analyzing some aspects of multichannel/multimodality of human communication (initiation to multimodal analysis).
-Interactional competence in assisting users in social services.
-Interactional competence in telephone or digital intervention.
-Conflict mediation and argumentative competence.
-Reflective posture in action.

17. Teaching Methodology

-Alternating lectures (theoretical classes) and observation and analysis exercises (tutorial classes).
-Theoretical classes consist of expositions by the teacher that articulate contents programmatic and reference bibliography.
-The tutorial classes are centered on knowledge application exercises.

18. Course Unit Program

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1. The macro and the micro: scales of analysis under debate in the history of social sciences
1.1. Founders of sociology and interactionism (Simmel, Durkheim, and Schütz)
1.2. Analysis scales and methodological guidelines: quantitative and qualitative approaches to the social
1.2.1. Devices for analysis of practices by self-confrontation
1.3. Micro-Macro links

2. The order of interaction in Erving Goffman's work
2.1. Erving Goffman's doctoral thesis (1953): field research and study of conversational interactions
2.2. Little gods and interaction rituals (Goffman, 1955): introduction of the concept of microethics
2.3. Dramaturgical approach to interaction behavior (Goffman, 1956)
2.4. Games and interaction situations: definition of a microsociological analysis unit (Goffman, 1961 & 1964)
2.5. Interactional frames and verbal interactions (Goffman, 1974 & 1981)

3. Ethnomethodology and conversation analysis
3.1. Ethnography and Ethnomethodology: the paradigmatic revolution of Corpora Studies
3.1.1. Commented reading by Marc-Henri Soulet (1997)
3.2. Harold Garfinkel and the phenomenological sociology of Alfred Schütz
3.3. The background of shared knowledge: the naturalization of conventions
3.4. Experimental breaching of tacitly shared norms
3.5. The indexicality of situated action
3.6. Incompleteness of social rules and interactional skills: ethnomethods
3.7. Accounts and « good reasons »: rationalization of situated action and third instances
3.8. Harvey Sacks and the conversational « machinery »
3.8.1. The systematic organization (a) of taking turns and alternating turns and (2) of signaling and correcting « problems »
3.8.2. The concept of «adjacent pair»: Sequential and preferential organization of the interactional plot
3.8.3. Membership Categorization Analysis (MCA)
3.9. Conversation analysis and workplace studies: social work in micro-analysis and deepening the microethics of professional action
3.10. Social intervention and research in Social Work in the digital age : Digital Conversational Analysis

4. Institutional Ethnography and Networks of Actors
4.1. Ruling Relations: the interface of orality and writing (Dorothy Smith)
4.2. Street-Level Bureaucracy: documentary powers and knowledge (Michel Foucault & Michael Lipsky)
4.4. User empowerment: « écrivain public » and social advocacy
4.5. Operative chains, institutional careers, and Actor-Network Theory (Bruno Latour)

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5. Everyday life under social diagnosis: home visits in social work

6. Social exclusions and analysis scales: macro, meso and micro exclusions
6.1. Stigma and identity strategies
6.2. The concept of « social clusivity »

19. Assessment Methods

-A group work related to observation exercises and video data analysis (ELAN software)
-Two written tests.

20. Didactic Resources

-Powerpoint and Prezi presentations
-Glossary of microethics (Binet, 2018): + than 130 lexical entries
-Teacher's publications
-Program for transcription and annotation of audio and video recordings (ELAN)
-Bibliographic Base Lab-FEACC_CLISSIS (Zotero)

21. Sustainability Objectives

Train social workers aware of the links between macro-exclusions (SDG 5, 8, 10 & 16) and micro-exclusions (Macro-Micro Links). No fair and egalitarian society can be based on interactions full of micro-aggressions. The empowerment of a citizen, in the here and now of a social work interview, is a contribution to the co-construction of a democracy. Human rights are finely articulated to the micropractices of social work interview.

22. Keywords

Conversation Analysis
Phenomenological Interview
Ethnomethodology
Social interaction
ANT (Latour

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23. Main Bibliography

Author(s):	Christopher Hall et al. (eds)		
Title:	Analysing Social Work Communication: Discourse in Practice		
Edition:		Year:	2014
Local:	London / New York		
Publisher:	Routledge		

Author(s):	Kim Stroumza & Heinx Messmer (eds.)		
Title:	Langage et savoir-faire: Des pratiques professionnelles du travail social et de la santé passées à l		
Edition:		Year:	2016
Local:	Genève		
Publisher:	IES - Haute école de travail social		

Author(s):	Jack Sidnell & Tanya Stivers (eds.)		
Title:	The Handbook of Conversation Analysis		
Edition:		Year:	2013
Local:	Malden / Oxford		
Publisher:	Wiley-Blackwell		

24. Complementary Bibliography

Author(s):	Stéphanie Garneau & Dahlia Namian		
Title:	Erving Goffman et le travail social		
Edition:		Year:	2017
Local:	Ottawa		
Publisher:	Les Presses de l'Université d'Ottawa		

Author(s):	Alain Mouchet		
Title:	L'entretien d'explicitation: Usages diversifiés en recherche et en formation		
Edition:		Year:	2014
Local:	Paris		
Publisher:	L'Harmattan		

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