



## Managing\_Paradox ©

### Workshop Vienna, 24. - 25. June 2011

Providing health care for undocumented migrants challenges practices in manifold ways. One central challenge is to manage a paradox opened up by conflicting demands: national regulations often severely restrict access to services for UDM, at the same time the right to health care is a fundamental human right that is laid down in various international instruments and ratified by all European countries. This paradox – if you give care, you act against legal regulations on state level, if you don't give care you act against fundamental rights obligations – cannot be solved on practice level. It has to be managed.

Informal solidarity, functional ignorance, and structural compensation are central strategies identified when analysing practice models in Europe. Starting from these experiences the workshop provides conceptual and practical insights into managing paradox as well as tools how to overcome the dilemma.

After the workshop, participants will

- know more about the concept of managing paradox
- be able to recognise paradox situations and their implications
- be able to proactively handle these situations by using appropriate tools

Participants: people working in the field of health and social care on a regular or/and volunteer basis.

Min. 8 - max. 16 participants

Time: 24. June 2011, 13:00 – 18:00, and 25. June 2011, 09:00 – 17:00

Location: Vienna; Haus Wieden, Ziegelofengasse 6a, 1040 Wien

Fees: € 390,- (incl. VAT), in case of registration of 3 team members € 350,-/person.

Registration: office@invivo.at

Your participation is booked definitely as soon as the workshop fees are credited to the following account:

BIC: EASYATW1; IBAN: AT581420020010900337

Purpose: Workshop fee 24./25.06.2011

Full payment is required if notice of cancellation is not provided in writing (including email) 14 or more working days prior to the workshop.



Services: workshop Managing\_Paradox with two trainers, script Managing\_Paradox, workshop documentation, coffee breaks and lunch break

Trainers: Ursula Karl-Trummer and Sonja Novak-Zezula, sociologists and consultants, focus on the interface between applied research and policy/organisational development. With their scientific background and their competence as professional consultants they support practice partners to develop innovative ways out of the dilemma of conflicting demands. They work with teams, groups and individuals to foster and enable processes of growth on personal and organisational level.