

# Relationality and scaling-sensitivity in action: About persons as 'clients' of 'human services'

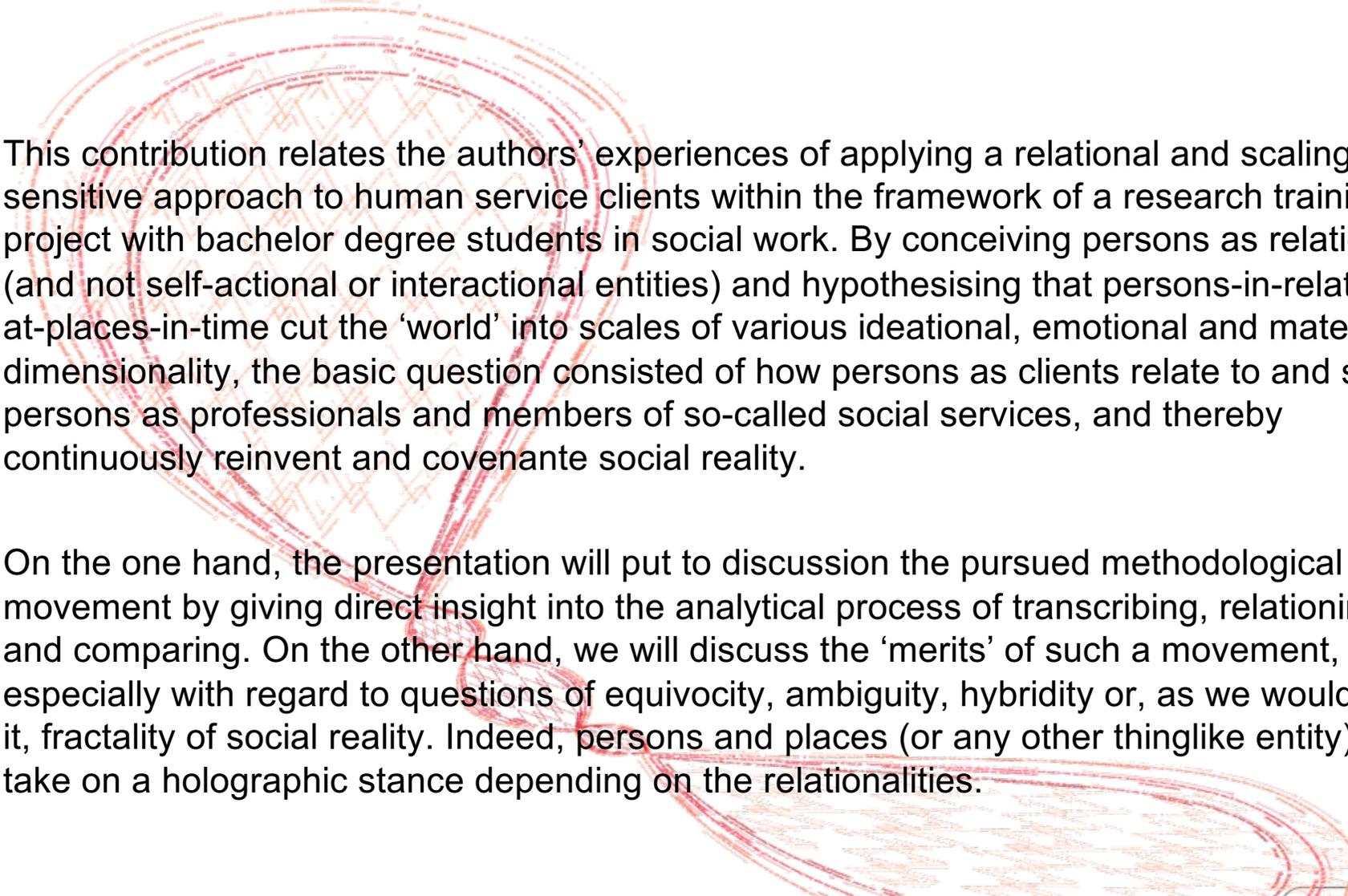
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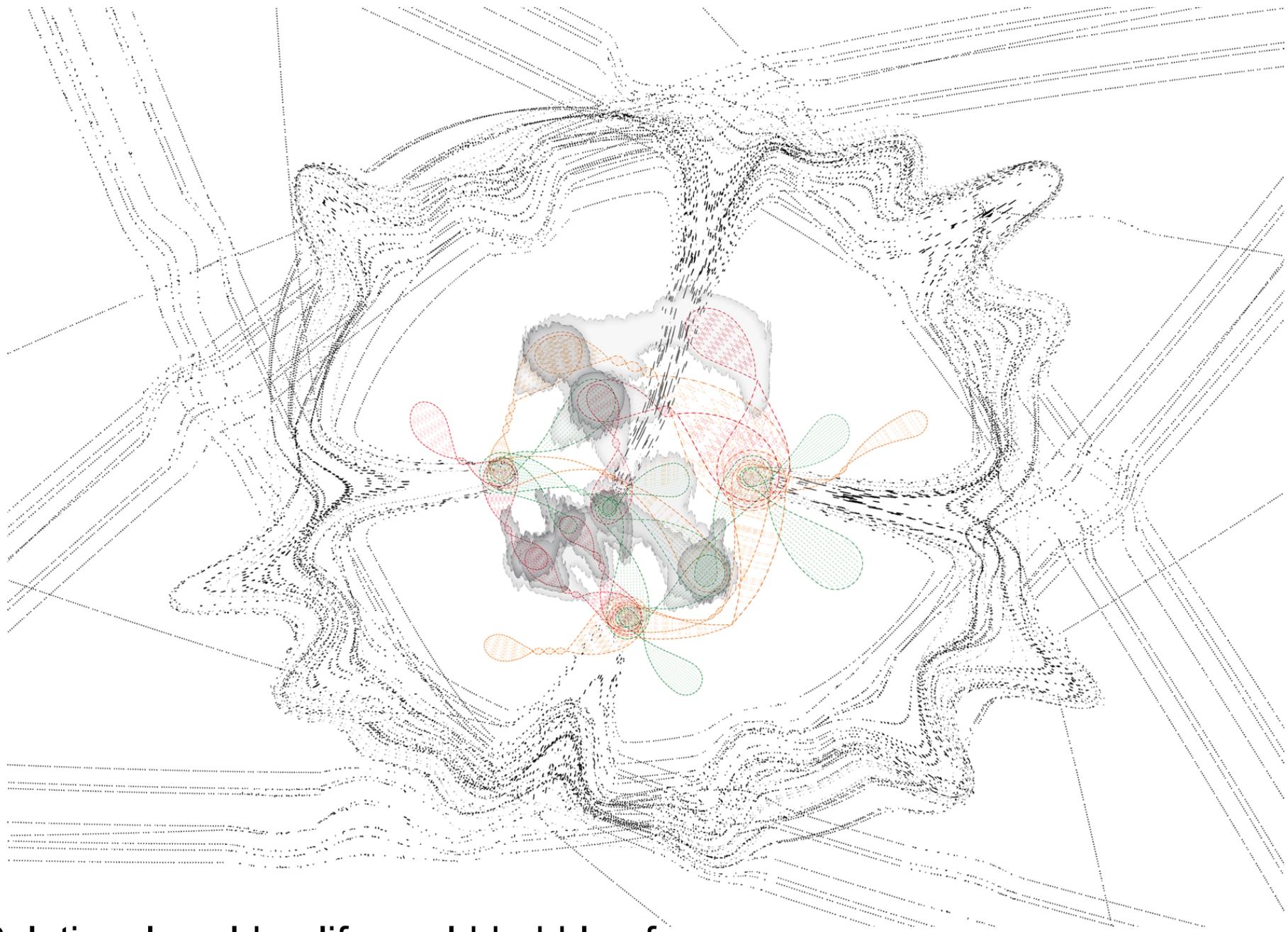
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This contribution relates the authors' experiences of applying a relational and scaling-sensitive approach to human service clients within the framework of a research training project with bachelor degree students in social work. By conceiving persons as relational (and not self-actional or interactional entities) and hypothesising that persons-in-relation-at-places-in-time cut the 'world' into scales of various ideational, emotional and material dimensionality, the basic question consisted of how persons as clients relate to and scale persons as professionals and members of so-called social services, and thereby continuously reinvent and covenante social reality.

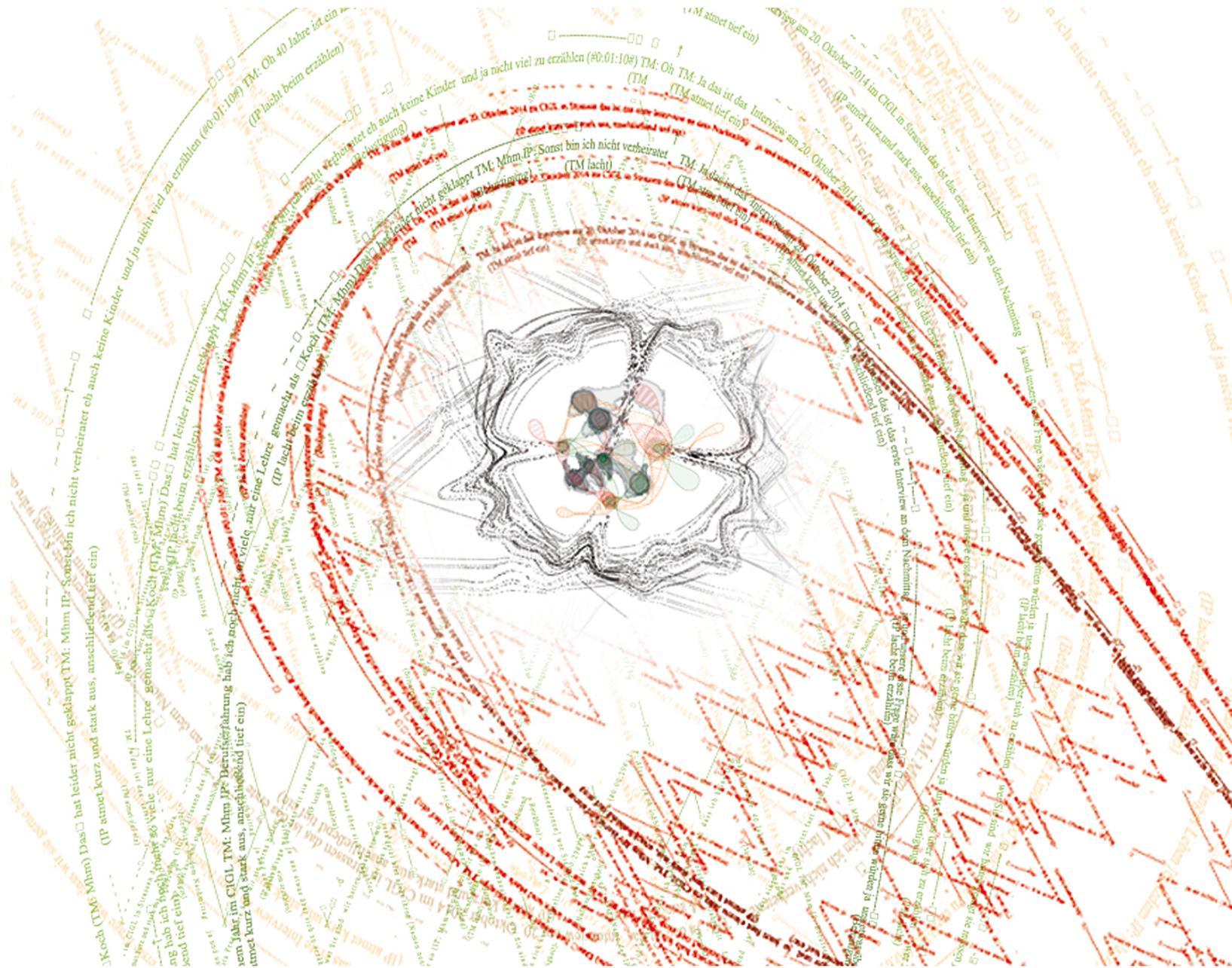
On the one hand, the presentation will put to discussion the pursued methodological movement by giving direct insight into the analytical process of transcribing, relationing and comparing. On the other hand, we will discuss the 'merits' of such a movement, especially with regard to questions of equivocality, ambiguity, hybridity or, as we would put it, fractality of social reality. Indeed, persons and places (or any other thinglike entity) take on a holographic stance depending on the relationalities.



# Relational world or life-world-bubble of a person

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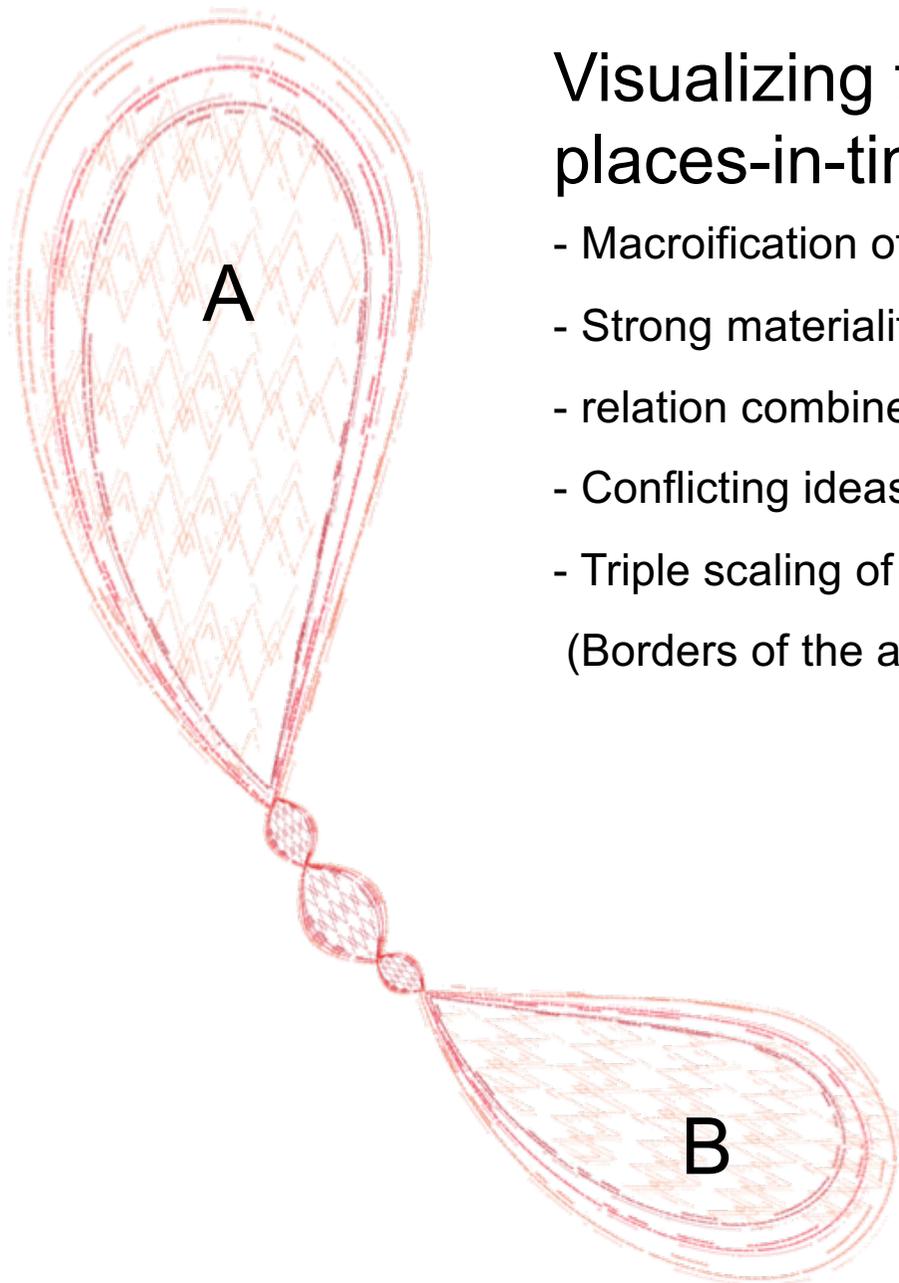


# Zoom at the relationality of person

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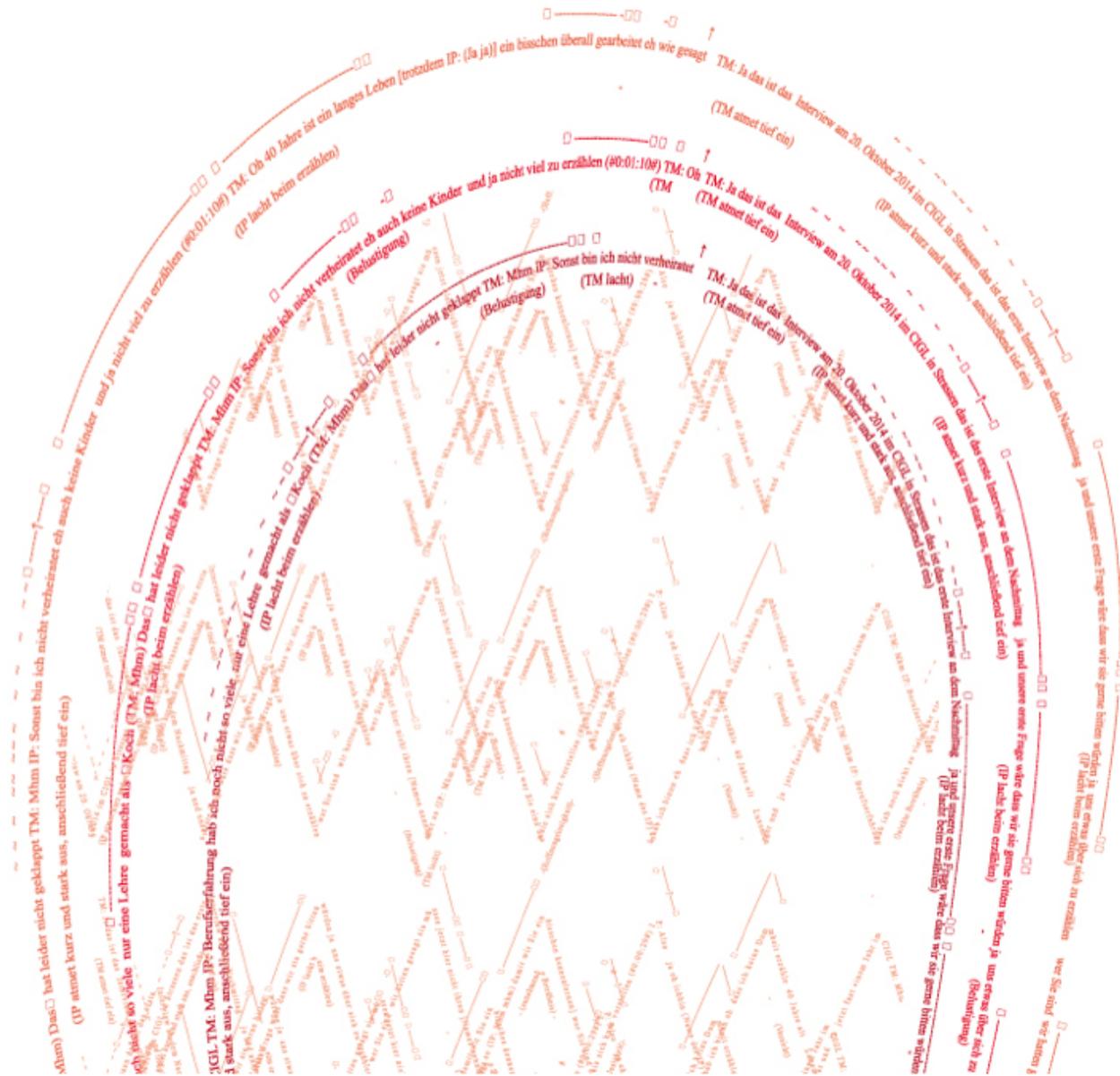




## Visualizing the relationality of persons-at-places-in-time:

- Macroification of person A
- Strong materiality (3 knots)
- relation combined/glued with negative emotions (redly colours)
- Conflicting ideas in the relationality of person A and B
- Triple scaling of the relation during the interview  
(Borders of the attractor)

# Zooming into the relational scales



# Example of an “interview” guide

- Could you please tell us something about yourself?
- Could you please tell us how it happened that you are now at this place?
- Looking at life so far (especially regarding your professional development), are there significant events, moments or experiences which you judge especially important for your actual situation?
- How would you shortly describe the place here?
- What persons do you encounter at which places in your day-to-day work? Which persons do you encounter everyday and at which places do you meet?
- How do you consider the effects of what you are doing here on your actual and future life (especially as far as work is concerned)?
- What would wish for the future?

# Three-line scale description of an interview

(#0:11:02#) TM: Das nun nicht gerade= IP: =Ja CH: Konnten Sie das denn ansprechen eventuell das mit der Kühsche konnten [eeh (IP: Ich hab)] die Frage ist ja da inwiefern  
 —————verständnisvoll————— unterlegen (Ausatmen von IP)

kann man das auch nicht rückmelden oder ansprechen dasss IP: Ich hab eeh als ich dahin gegangen bin zum Arbeitsamt  
 —————verärgert————— hat er mich gehört was ich machen kann  
 -----(roboterartige, abgehakte Stimme)-----

ich hab alles gezählt ich hab ihm sogar mein Curriculum Vitae aufgegeben CH: Mhm IP: Ah du hast für die Küche gearbeitet da wirst du dafür (geschickt) ich -  
 (roboterartige abgehakte Stimme) ----(leicht weinerliche Stimme)---- -----(IP immitiert suffisante (leicht höhnische) Stimme des Placeur)-----

amüsier mich jetzt nicht eh alle deine Berufe aufzuschreiben hab=ich=gesagt<sup>ey</sup> und da hat er schon drei Mal mir nehe Arbeitsstelle eeh als Hilfskoch angeboten  
 -----empört----- —————verärgert, wütend—————

und=dann=hab=ich=gesagt es interessiert mich nicht mehr= TM: =Mhm IP: Eeeehh ich kann dahin gehen aber der Patron wird sofort sehen ich hab keine=ne=kei=keine Lust CH: Mhm IP: JA  
 —————nachdrücklich————— angewidert -----(Stimme zittert)-----

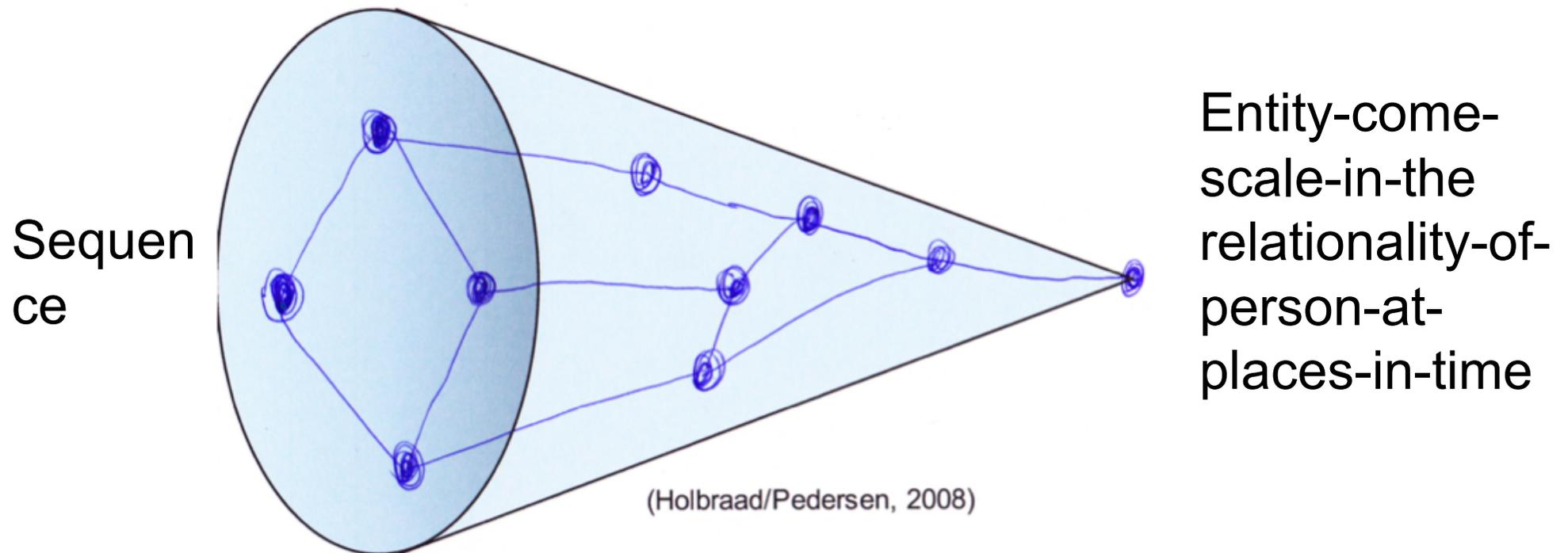
aber das ist was du gelernt hast da haben wir keine andere Wahl ich=hab=gesagt<sup>ey</sup> ich hab eeh ich hab in den Garten Arbeiten gemacht ich hab viele Berufe gemacht [(TM:  
 -----(IP immitiert wieder suffisante Stimme des Placeur)----- —————empört----- —————verständnislos, irritiert—————

Mhm) und] jetzt eeh bleibt ihr nur bei ein eeh bei einem ich hab auch gefragt für eeh Formation zu bekommen wieder nee ne Lehre zu machen als Erwachsener CH: Mhm

# One-line scaleoscription of an interview

(#0:11:02#) **TM:** Das nun nicht gerade (*verständnisvoll*)=**IP:** =Ja (*unterlegen*) (*Ausatmen von IP*)**CH:** Konnten Sie das denn ansprechen eventuell das mit der Kühsche konnten [eeh (**IP:** Ich hab)] DIE FRAGE IST JA DA inwiefern man das auch nicht rückmelden oder ansprechen dasss **IP:** Ich hab **eeh** als ich dahin gegangen bin zum Ar-beits-amt< (*verärgert*) hat~er~mich~gehört~was~ich~machen~kann< (*roboterartige, abgehakte Stimme*) ich~hab~alles~gezählt< (*roboterartige abgehakte Stimme*) ich~hab~ihm~sogar~mein~Curriculum~Vitae~aufgegeben< (*leicht weinerliche Stimme*) **CH:** Mhm **IP:** AH du hast für die Küche gearbeitet da~wirst~du~dafür~(geschickt)< ich amüsier mich jetzt nicht (*IP immitiert suffisante, leicht höhnische Stimme des Placeur*) **eh** alle deine Berufe aufzuschreiben hab=ich=gesagt **EY** (*empört*) und da hat er SCHON DREI MAL mir nehe (*verärgert, wütend*) Arbeitsstelle eeh als Hilfskoch angeboten und=>dann=>hab=>ich=>gesagt es-interessiert-mich-nicht-mehr> (*nachdrücklich*)=**TM:** =Mhm **IP:** Eeeehh ich-kann-dahin-gehen< **aber** (*angewidert*) der Patron wird sofort sehen ich hab kei#ne=ne=kei#keine Lust (*Stimme zittert*) **CH:** Mhm **IP:** Ja-aber-das-ist-was-du-gelernt-hast< da>>haben>>wir>> keine>>andere>>Wahl (*IP immitiert wieder suffisante Stimme des Placeur*) ich=hab=gesagt **EY** (*empört*) ich hab **eeh** ich hab in den GARTEN ARBEITEN gemacht ich hab VIELE BERUFE gemacht (*verständnislos, irritiert*)

# Scaling entities as a move of scaleorelating



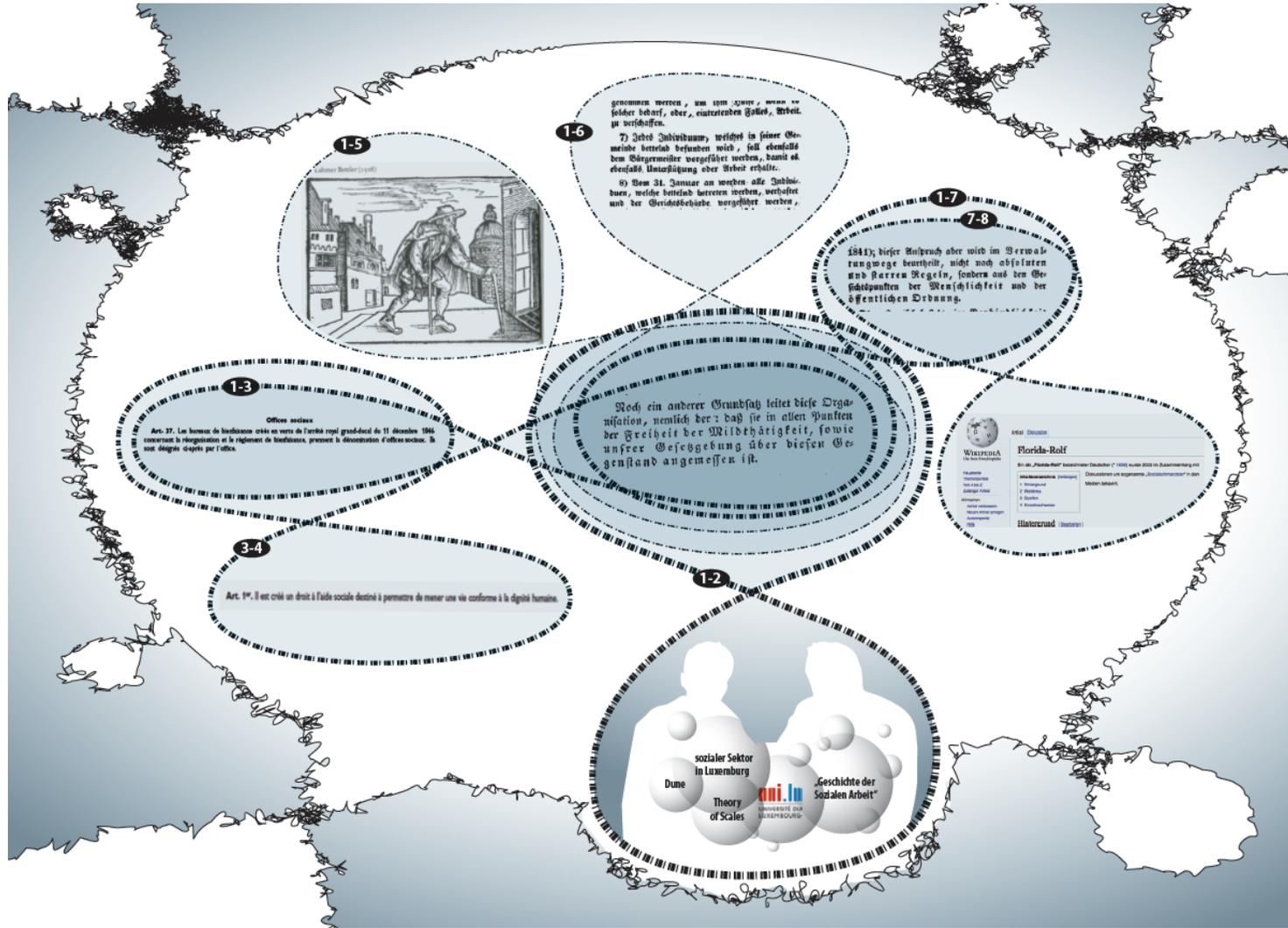
# Zoom into the scaleo-relational table

S	Scaling sequences	Scaling horizon		Relational horizon		Person (fractal size + relational trigger)				Eversion	Sequency Domaining/magnification Fractal dimensionality
		Entity	-as	in relation to entitie(s)	-as	through	-as	in relation to	-as		
S1	(#0:10:07#) TM: (Mhm) and>so>the>only>alternative>would have>been>(slight breathing of IP)>to>spend> another> year>[and>then>next> year> (IP: Yes yes yeah)> to>repeat>the>exam] This wasn't possible Immediately (thoughtfully)	„alternative“	„the>only“			TM		Exam (for diploma as kitchen aid)	failed	„would have>been>(slight breathing of IP)>to>spend> another> year>[and>then>next> year> (IP: Yes yes yeah)> to>repeat>the>exam] This wasn't possible Immediately (thoughtfully)	Two Alternatives are cut, one only as hypothesis  Ideational-rational cutting; Time-Dimension
S2	IP: Nope that-was-noo-way-< eh that you've got to do ANOTHER whole year and to look AGAIN for a a super#visor in order to (disgusted) ONE YEAR OF APPRENTICESHIP (despair) that's NO EASY THING also here in Luxembourg (jaundiced) (TM: Mhm) not-to-speak-of-the wage-< it#d (sarcastically) eh at#that time it was i guess i eeh four>hundred>Euros a month that-was-not-really-much-< (resigning) eeh nope (disgusted)=	„that“/ „apprenticesh ip“	„ANOT HER whole year“	„super#visor“  „Luxembourg“  „wage“	„ to look AGAIN for in or#der to (disgusted)  „not-to-speak-of-the“	IP	you I	(failed exam and..) another year	only	„Nope (that)-was-noo-way-<“ „NO EASY THING also here“ „ at#that time it was i guess i eeh four>hundred >Euros a month that-was-not-really-much-< (resigning) eeh nope (disgusted)=	Big entities/no persons  Strong rejection of trigger at the beginning  Cuttings from almost purely emotional to material, ending up emotionally; the apprenticeship appears as an emotionnally insurmountable thing
S3	TM: =Mhm (4s) (#0:10:41#) IP: now eeh as I've said now eeh they've again sent me an offer for to go to the kitchen (despair/resignation) CH: Mhm (resignation) IP: (breathing) I'm gonna check out what's on what's going on there (TM: Mh) but as for mee I-am-sure-it-won't-work-< (resignation)	„they“ (job center)	„again sent an offer for to go to the kitchen (despair/resignation)“	„me“ and „I“	„gonna check out what's on what's going on there“  „am-sure“	IP	Me	Another job placement (Former scaling sequence)	kitchen	„it-won't-work-< (resignation)“	No trigger of an interviewer – self-triggered after silence  Person-entities appear – Dichotomy „they-I“ (will continue over the next sequences)  Emotional cutting - resignation
S4	TM: Mhm IP: I'm tired of all that (almost whiningly) eeh though I'm a guy who is FOND of working but (#0:11:02#) TM: Not exactly this way (understandingly) IP: =Yeah (defensively) (IP breathes out)	„I“	„ a guy who is FOND of working“	„all that (almost whiningly) eeh“		IP	I	offer	kitchen	„I'm tired“	Kitchen/offer which are related to job center as trigger  IP opposed to a fuzzy and not to overcome entity: all that.  Emotional: between despair and being proud

S	Scalingsequences	Scalinghorizon		Relational horizon		Person (fractal size + relational trigger)				Everson	Sequency
		Entity	-as	in relation to entitie(s)	-as	through	-as	in relation to	-as	-come-scale-as	Domaining/magnification Fractal dimensionality
S5	CH: Did you eventually manage to problematize the kitchen-issme could [eeh (IP: I've)] THE POINT IS to which point someone could give this feedback or problematize that	„you“/ „someone“		„kitchen-issme“		CH		offer for kitchen	again	„eventually manage to problematize“  „could give this feedback or problematize that“	Trigger: despair of IP, related to job center  From personal „you“ to impersonal „someone“  Rational/Ideational
S6	IP: I've eeh as I want there to the job-center< (annoyed) he~listened~to~me~ what ~ ~am~able to do< (robot-like cut-off voice)	„job-center< (annoyed)“	„there“ „be“	„I“	„as I went there“	IP	I/me	Kitchen-issme	problematize	„listened~to~me~ what ~ ~am~able to do< (robot-like cut-off voice)“	Trigger transformed: in dichotomy I-they/he not feedback but cutting himself fitting to job center as scaled by him – from negative-emotional to „technical“
S7	I~ve~told~him everything< ( robot-like cut-off voice ) I~have~even~given~up ~ my curriculum~vitae~to him< (almost whinnily)	„I“		„him“		IP		Kitchen-issme	problematize	„ I~ve~told~him everything< ( robot-like cut-off voice ) “ „ have~even~given~up ~ my curriculum~vitae ~to him< (almost whinnily)“	Trigger upheld: in dichotomy he/they –I,IP appears as CV (material self-cutting)  „technical“ emotionality upheld
S8	CH: Mhm IP: AH you've worked for the kitchen so-you're gonna-be-sent-there< I'm not loosing time now (IP imitates the almost mocking voice of the "Case manager") eh to take up all your occupations	„I“ *  * he speaks as his case manager		„you“	„ worked for the kitchen“	IP	(„Case manager“)	I	Went there, given up CV	„ gonna-be-sent-there< I'm not loosing time now (IP imitates the almost mocking voice of the "Case manager") eh to take up all your occupations“	Efforts to fit in assumed expectations trigger an emotional performance: in the following performs the dialogues between IP and they/him (job-center)  IP out as kitchen – linked to time: microfication of the person  Emotionality: sarcasm
S9	I=just=said <b>ey</b> (indignant)	„I“	„I=just=said“			IP	I	I („case manager)	Gonna be sent there  I'm not loosing time nom to take up all your occupati ons	„ <b>ey</b> (indignant)“	After his efforts and the respectives retrenchments of his person he only appears as an emotional „ey“

S	Scalingsequences	Scalinghorizon		Relational horizon		Person (fractal size + relational trigger)				Everson	Sequency
		Entity	-as	in relation to entitie(s)	-as	through	-as	in relation to	-as	-come-scale-as	Domaining/magnification Fractal dimensionality
S10	and there he's UP TO THREE TIMES proposed so-ome (with anger) job eh eh as a cook's assistant not-interested-any more- (with emphase)= TM: Mhm IP: Eeeehh I-can-go-there- but (disgusted) the employer will immediately understand I'm not-not-in-the=mood (trembling voice) CH: Mhm	I	„and=> then=>I =>I told=him “	„there“ and „he“	„ UP TO THREE TIMES proposed so-ome (with anger) job eh eh as a cook's assistant“	IP		I	just said ey	„ Eeeehh I-can-go-there- but (disgusted) the employer will immediately understand I'm not-not-in-the=mood (trembling voice)“	Triggered by „ey“ in relation to he IP „grows“ in this sequence: in relation to offers/kitchen he has found other ways of refusing the cutting of his person – here he does give feedback to the case-manager  Emotionally between disgust and anger/fear
S11	IP: Yeah-but-that-is-your-qualification-< there>we>don't>have>a>choice (again, IP imitates the almos mocking voice of the “Placeur”	„We“ *  * he speaks as his case manager		„ that“	„ your-qualification-<“	IP	(„Case manager“)	Offer of kitchen	Not interested, not in the mood	„ Yeah-but“ „there>we>don't>have >a>choice“	Triggered by his own account of refusing the „offer“ he once more performs a dialogue between him and the case manager  He as- case manager – retrenches again the person: not in relation to time but to a materiality. Slight sign of recognizing the person – this leads to mockery in the retrenchment
S12	IP: I-just-said EY (indignant)	I	„I=just =said“	I		IP	I	choice	we don't have	„ EY (indignant)“	After his further effort and the respective re-retrenchments of his person: he only appears as an emotional „ey“

# Thing-like-entities-come-scale-through-the-life-world-bubble of the researcher



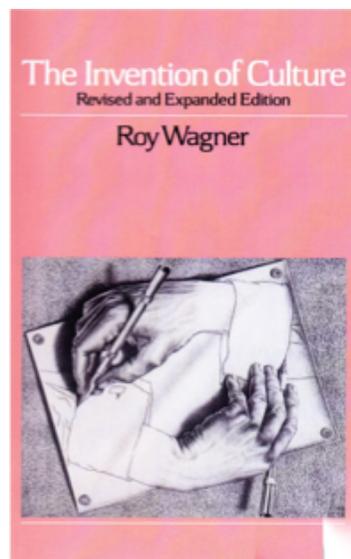
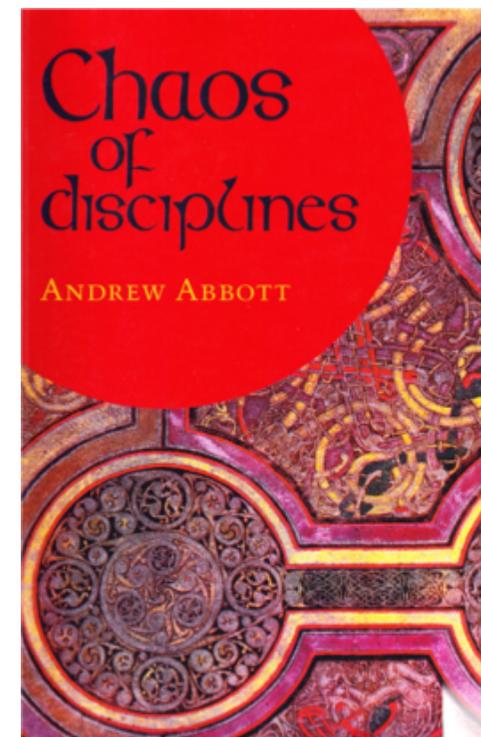
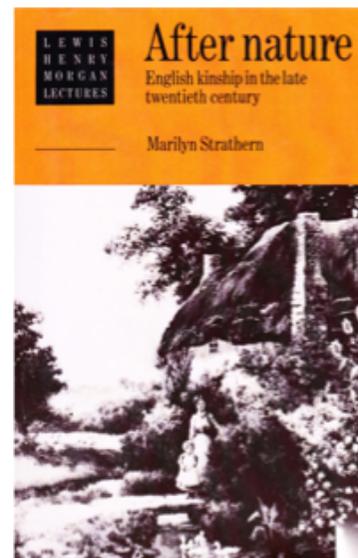
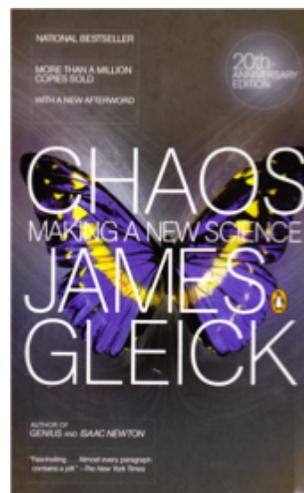
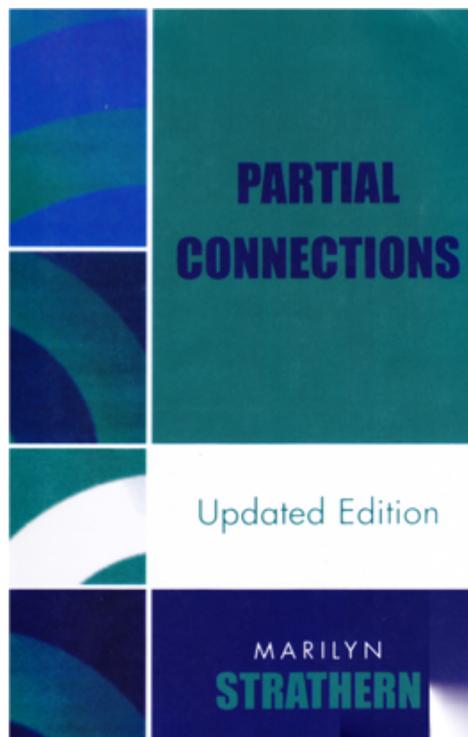




# To learn more about us...

- A series of working papers
  - More than 100 memos (documenting our theorising process)
  - First communications and publications
  - A website under construction
  - First ideas about the foundation of an “Institute for relational and scaling-sensitive work”
- ... and a lot more to come, hopefully 😊

# ... and some sources of inspiration



# ... and some further sources of inspiration

- Henare, A., Holbraad, M. & Wastell, S. (2007.). *Thinking Through Things. Theorising Artefacts Ethnographically*. New York: Routledge.
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# Thank you for your participation!

