



Tool: Collegial Consultation, Incident Method

Introduction

This is a problem solving method that is based on Supervision technique. It helps individual to get an insight into his/her own problem also from another perspective.

Conditions

The group shouldn't be consisting of more than 10 members. Moderator must lead the process according to set agenda and to take notice of time limitations of certain phases.

The process

Moderator invites members of the group to think about a problem that occurred in their professional life in their mentoring role and hasn't been solved yet. Those who can isolate a problem shortly present their problems and the group decides upon one to discuss it further.

Phase 1 – Information (10 minutes)

- A member shortly presents his problem and circumstances around it.
- Other members write down a question that occurred to them to make the situation clearer.
- Each member can ask one question to which the Member with a problem gives precise and concise answer. No discussion is allowed.

Phase 2 – Forming of opinion (10 minutes)

- Members individually write down the heart of the problem as they see it.
- Each member reads aloud his/her view. No discussion is allowed.

Phase 3 – Solving the problem (15 minutes)

- Members write down individually how they would solve the problem themselves.
- They read aloud what they wrote.
- The member who presented the problem tells how he/she is going to solve the problem and what has he learnt from other group members.

Phase 4 – Evaluation (10 minutes)

- Each member shares with the group how he/she recognises the presented problem as his/her own.
- How has mutual collaboration influenced the group process and decision making?
- How did they feel?
- What did they gain for themselves?