

Peer Consulting Schedule

1. Introduction: 5-10 minutes

The case owner presents the case providing the information he/she thinks the peers should know to help find the answer. During this phase the peers listen carefully but do not say anything.

2. Questioning: 5 -10 minutes

One of the peers summarizes what they heard. Others can add to it. After they finish there is time for clarifying questions. The peers ask questions to better understand the situation but no advice is given in this phase.

3. Exchange: 20-30 minutes

The case owner remains silent /faces away and avoids intervention while the peers discuss the case and try to develop solutions. Each peer should have the opportunity to speak.

4. Consulting: 15-20 minutes

The case owner returns to the group. The case owner listens to the solutions proposed by the peers and takes notes but does not speak. The case owner summarizes what he/she has heard from the peers and can ask questions if anything is unclear.

5. Feedback: 10 -15 minutes

Outcomes are noted to be shared with the larger group – what did the case owner learn, what did the peers learn)

Moderator Role

1. Procedure

The main role is to control procedure.

It is crucial to ensure that the procedure is kept (no consulting in the questioning phase, no interference in the exchange phase etc)

2. Target Orientation

The moderator will also ensure that in each phase the group stays target oriented.

3. Timekeeping

The moderator will ensure the group stays on track and will allow some flexibility within the times allocated provided the overall timing is followed.

4. Participation

The moderator will ensure all peers have the opportunity to participate.

5. Feedback

The moderator will ensure that the feedback phase is prepared for the group session.