

CASE CLINIC

step by step

1. DESCRIPTION

(10min) The case giver describes the situation or issue as precisely as possible. Consultants listen deeply without speaking.

Facilitation tip: Propose to the consultants to take notes during this phase.

2. CLARIFICATION

(30min) **The most important step of the process.**

The group asks clarifying questions to ensure they get a clear picture of the case. This phase is about understanding all elements of the issue, the people involved, the situation and how they interact. Get the key to coming up with real solutions that are of value for the case giver.

Facilitation tip: Be careful that the consultants do not start giving solutions at this stage.

3. CONSULTING CONTRACT

(10min) The case giver is invited to rephrase their question to the group "I would like to group to help me...". Consultants are welcome to challenge the objective until everyone agrees on a "consulting contract".

Facilitation tip: Invite the group to take the time to reflect on how the case giver is framing the contract with "why" questions. Especially if you feel the issue lies somewhere else than what is framed.

4. DISCUSSION

(20min) Consultants share their personal experiences related to the situation. It's not about giving advice but more about sharing similar situations and how one has been dealing with them. Consultants can share their impressions, comments, hypothesis, testimony, interpretations, and suggestions. The case giver is invited to deeply listen to the discussion without interfering: reflect on what is being said and take notes.

Facilitation tip: Even though it is interesting that the case giver doesn't speak at this stage, you can, if you feel there is a need for it give the floor back to the case giver for a short comment on what is being said.

5. SYNTHESIS AND ACTION PLAN

(10min) The case giver gives their feedback to the group: what has been learned, what will be kept and put into action. Consultants might help a little, only if needed.

Facilitation tip: To help the case giver, you can ask them: "What is the first thing you will do as soon as you get back to work?"

6. COLLECTIVE CLOSE UP

(5min) The case giver and the consultants share their feedback on the session.

Facilitation tip: Invite participants to choose and share with the group one word describing how they feel after the session, and explain the meaning behind that word.