

Peer consulting

Collegial consultation is a form of consultation that exploits the knowledge and experience of colleagues, and which usually can be conducted without external consultants. A great many opinions, perceptions, perspectives, suggestions and solution approaches can be collected to aid the advice seeker. The utility of this method is mainly found in the separation of the description of the problem or concern from the collection of advising approaches in the form of brainstorming. In the end, the advice seeker himself decides what to do with the consultation results.

The prerequisites for peer consulting are trust in the colleagues as consultants, the advice seeker's personal interest in the case and the possibility of influencing the particular case. To facilitate peer consulting, the advice seeker selects one of the members of the advisory group as an interviewer, who assumes the role of moderation.

Phase ①

Clarification of task (approx. 10 minutes)

- a) The advice seeker explains the situation to the interviewer:
 - What happened/what's the background?
 - Who is involved/affected?
 - Where exactly does the problem lie?
 - What specifically are my questions?
 - How do I feel about this matter?
- b) and the issue:
 - What is my objective?
 - What would I consider a good result from this consultation?



Phase ②

Comprehension questions (approx. 5 minutes)

The consultants obtain further information to better understand the advice seeker's situation. Solutions are not discussed yet.

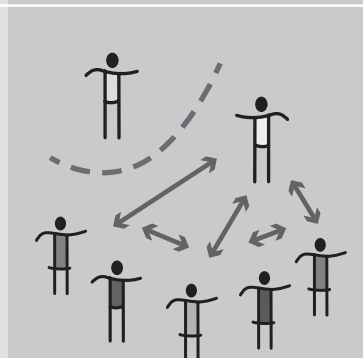


Phase ③

Consultation (approx. 20 to 25 minutes)

Here, the advice seeker steps behind an imaginary "glass wall", listens and takes notes. The consultants, including the interviewer, share ideas by brainstorming, i.e. contributions don't need to be discussed:

- a) First impressions or hypotheses:
 - "What I heard/As I understand it ..."
 - "I noticed that ..." "It occurred to me that Jack ..."
 - "In Jack's place I'd feel ..."
- b) Solution approaches/new perspectives:
 - "In Jack's position I'd ..." "For me, a good solution would be to ..." "My first impulse would be ..." "This situation also presents opportunities, namely, ..."



Phase ④

Feedback (approx. 5 bis 10 minutes)

- My most important insights from this consultation are ...
- What will I think more about?
- What am I going to do first?
- ... was a new perspective for me.

