

# **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?