

Follow up

Peer Consultation: What has become of our plans?

Work sheet

The method of peer consultation comes from the field of case supervision and is a helpful instrument to use the experiences of the group for broadening perspectives, encouragement, generating new ideas and support. A clear structure and clear roles make it possible to gain new options for one's own actions in a relatively short time and to relieve stressful experiences. The framework conditions for this are (as in the previous CAT training):

- Confidentiality between the participants
- Everyone is seen as an expert
- The responsibility for dealing with the concern or topic raised remains with the person who brings it up and
- The knowledge that a virtual, time-limited space does not have the same quality as a real encounter.

There are three roles for the process of peer consultation: moderator, case worker and advisor.

Process of a collegial consultation

1. Preparation (inventory and selection): Repeating the various topics / concerns raised in the liaison group and selecting one to work with. You should also clarify who will take over the moderation if you as the moderator have a concern. If the question or concern is still too vague, the moderator asks the person bringing the case to formulate a specific question or concern that can also be dealt with during peer consultation. The best thing to do is to write the question down in the chat or on the virtual whiteboard so it is visible for everyone (depending on which platform you are using).

2. Understanding the conflict / concern: Then the consultee reports in more detail about their concern (context, people involved, process, roles, setting, history, etc.) against the background of the previously formulated question (approx. 5 min.).

The moderator encourages all other advisors to pay close attention to what their senses, feelings and thoughts tell them when they listen to the consultee, i.e. to pay attention to: How does the voice sound and how is it modulated? What is in the foreground and what is in the background? How do I feel when I listen? Which thoughts, associations, fantasies trigger what I hear?

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3. Clarifications for better understanding: Now there is the opportunity for the consultants and moderators to ask questions relating to the question or concern with the aim of creating understanding. As a moderator, you should also be careful here because some questions are already implicit suggestions or advice! With such questions, please refer back to the fact that this is only about understanding. (<5 min.)

4. Broadening the perspective / analysis: The consultee now simply listens. It is best to turn off the microphone. The consultants share which feelings, perceptions, associations, metaphors, thoughts, identifications (“If I were XYZ from the description ...”) and fantasies they had when they followed the description of the situation. (max. 10 min)

5. Feedback round: After the end of the analysis, the moderator asks the consultee for a short feedback: What does resonate with her*him? How did she*he feel listening? What was touching or irritating? (max. 5 min.)

6. Brainstorming: If the consultee wants, the consultants share their ideas and suggestions related to the question / concern. It is important here that it is about how the person sharing the case might act, not what the others should do. The person bringing the case turns off her*his microphone again. This prevents pressure to justify the situation. (<10 min.)

7. Name action steps: The consultee turns the microphone back on. She*he can give thanks and give the consultants feedback on which ideas, suggestions or approaches they find helpful.

8. Closing: In the last round, the consultants and the moderator also share what they have taken from the session.