

## Formal Advice from colleagues

### Use

Formal advice from Colleagues is a tool used for intervision (exchange and advice from fellow professionals). It is useful if a colleague is seeking an input and advice from fellow professionals. The session follows a predefined structure. The person seeking advice (person A) starts by describing the case or the problem to his/her colleagues. Following a strict procedure the consulted colleagues will help to solve the problem by contributing their experience and knowledge.

This tool is not intended for solving inter-personal conflicts within the team.

### Instructions

A member of the consulted group must ensure that the procedure takes place in the prescribed way, that time is strictly kept and that no negative remarks are made. The focus is strictly on the competences and the resources of all present.

### Procedure

The role and task of the person seeking advice are described in the left column of the following table; the right column shows the role of the consultants.

<b>I. Describing the problem</b>	<b>5 min.</b>
A explains the problematic situation.	The consulted colleagues listen, take notes and may ask further questions in order to gain better understanding.
<b>II. Listing questions</b>	<b>15 min.</b>
A may leave the room or stay and listen.	The group lists all the questions that have arisen.
<b>III. Answering questions</b>	<b>20 min.</b>
A should answer these questions as precisely as possible.	



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### **IV. Case analysis by the consulted group 30 min.**

At this stage A only listens. No comments or further questions are possible.

The group deliberates. Each member is invited to say what has been going through his/her mind, what reactions they have had while listening to the case, how they analyze the problem and what explanations they have to offer. Individual experiences are welcome. But no attempt is made to solve the problem!

### **V. Reaction by A 10 min.**

A is now invited to participate in the discussion, to express his comments regarding his colleagues' observations and to offer his own interpretation of the case.

The consultants speak only if obvious misunderstandings need clearing up. No discussion takes place at this point.

### **VI. Proposed solutions 10 min.**

A listens and takes notes.

The consulted colleagues say what they themselves would do in the same situation and propose solutions.

### **VII. Concluding feedback from A 5 min.**

A concludes the session by stating his feelings about the problematic situation and by giving a feedback on what comments he has found the most useful and the insights that he has gained during the consultation, etc.