

## Collegial Advice for Reflecting the Critical Incident – Phases of the Case Review

**Prerequisites:** The written Critical Incident has been sent to the group members three days before the collegial advice process. The group has defined discretion rules and agreed on setting, goal, methodology, basic attitude, conversation rules and roles. The session can be registered, if all group members agree to permit F to work out the discussion afterwards, otherwise F can take notes.

**Note:** Schedule time 75'. The following time units per section are approximative and depend on the group size and the time available.

1. <b>Entry:</b> Setting, basic attitude (mutual respect etc.), setting rules of conversation (order etc.) and time horizon	10'
2. Case author (F) presents her <b>Critical Incident (CI)</b> . The others listen without interrupting.	10'
3. The group asks questions of understanding and <b>clarification</b> . Afterwards, F walks out of the circle and just listens. The group then talks about F ("he"/"she") in the 3rd person.	10'
4. The group (without F) exchanges: - <b>Perceptions</b> spontaneous and emotional reactions in the form of first-me-messages on the CI - <b>Hypotheses:</b> What is actually going on? What patterns in behavior, thinking and feeling are visible to the participants (incl. F)?  No solutions and advice, no own experiences and stories!	10'
5. F - again in the circle - can take a stand on what has been heard.	5'
6. <b>Brainstorming</b> in the group, search for solutions and development ideas. Visualize (e.B. on whiteboard) of ideas. Ideas without character of an appeal, produce many ideas, but neither evaluation, discussion nor censorship.	10'
7. F determines <b>solution track</b> autonomously, weights the proposals, reformulates, asks back, possibly inquiries about the <b>experiences</b> and opinions of those present, designs implementation (what, when, how etc.). F determines the end of the case discussion itself.	10'
8. The group reflects on the <b>consultation process</b> that has just taken place. Order: 1. Case transmitter then the two feedbackers. Sharing: Final round on personal <b>statement</b> (What do I take with me from the case review and the process of collegial advice?).	10'