Structured Peer Group Supervision[1]

Phase 1: Casting

The following roles have to be assigned:

• Moderator
• Case Presenter
• Consultants

The group agrees on who will be the Moderator for the Peer Group Supervision session. The Moderator guides the further process.
Potential Case Presenters give a brief outline of their case. One Case Presenter is selected.
All other group members will become Consultants for the current Peer Group Supervision session.

Phase 2: Case Presentation

The Case Presenter is asked to outline his/her case briefly within five to seven minutes. His/her report should include the important information that is necessary to gain an understanding of the case. The Case Presenter does not need to prepare this report beforehand.
The task of the Moderator is to listen actively and possibly to guide the Case Presenter by asking clear and focused questions. The Consultants just listen attentively during this phase.
The Case Presenter finishes with a clear request for help: "I need the group's help to…"

Phase 3: Clarifying questions

The Consultants are allowed to ask two or three comprehensive questions. These questions should not include solutions.
Clarifying questions are based on information the Case Presenter has provided. The Consultants use paraphrase followed by a clarifying question to make sure they understand the concern, and the Case Presenter's need for help.
Clarifying questions do not introduce new information or abruptly move the direction of problem solving.

Phase 4 (facultative): Core of the issue

The Moderator asks the Consultants to write down what they think is the core of the issue. The consultants share their ideas one by one ("I think the core issue here, is…").
A "Secretary" is nominated, who takes notes of the contributions given by the Consultants. Hence, the Case Presenter can concentrate on the contents and he/she is not distracted.
The Case Presenter does not respond to the individual suggestions, but chooses one that matches his/her clarifying needs best. This core issue will set the focus for the following phases of the Peer Group Supervision.

Phase 5: Method choice

The Moderator guides the process of selecting a consulting module which will be used in the following consulting phase to collect various proposals, ideas and solutions.
Each member of the group can suggest a consulting module. At the end of this phase, the Case Presenter has to agree to the final suggestion.

Consulting module: Sounding Board
By using Sounding Board, the Consultants provide personal feedback to the Case Presenter. They express feelings, perceptions and impressions which they felt when they had been listening to the case presentation. They do not focus on solutions, ideas or pieces of advice, but rather on their emotional and mental reaction to the case presentation.

---

[1] Based on: peer-supervision.com

This kind of feedback could help the Case Presenter to work out different facets of the case. He/she often obtains sympathy and solidarity as valuable support for his/her position.
The Consultants are asked to formulate their feedback very carefully. They should be aware of the fact that they are expressing their personal, and therefore subjective perspective.
Give your feedback in the form of: Observation - Interpretation/evaluation. E.g. "When you spoke about… **you** had this expression on your face *(observation)*. **I** immediately felt…because *(interpretation)*", or "**You** told about…*(observation)*. **My** impression is that…*(interpretation)*".

Consulting module: Good pieces of advice

Within this consultation module the Consultants are licensed to give their "good pieces of advice", but always connected with an obligate introduction such as: "I'm giving you my good advice…", "My suggestion would be…" or "My tip to you is…" By using one of these formulations, any hidden advice is made explicit and it becomes clear that the Case Presenter has the right to accept or reject any of the given advice.

Consulting module: Brainstorming

The Consultants express a great variety of ideas that might be helpful to the Case Presenter.
In order to increase the number of ideas and to extend the effectiveness of brainstorming, the Consultants should obey the following essential rules of brainstorming:

• Every idea is allowed!
• Ideas of other participants can be taken and modified!
• No negative comments on any given idea!
• Quantity before quality!

Since a brainstorming session always results in a lot of ideas, a "secretary" should take notes of every idea.

Phase 6: Consultation

During the consultation phase, the Consultants give their ideas in order to answer the Case Presenter's key question. Their contributions are formulated according to the style and rules of the specific consultation module that was chosen.
A "Secretary" is nominated, who takes notes of the contributions given by the Consultants. Hence, the Case Presenter can concentrate on the contents and he/she is not distracted.
The Consultants formulate their ideas, suggestions and contributions in regard to the requirements of the chosen consultation module. Their task is to produce a great variety of different ideas in order to extend the Case Presenter's capabilities to solve his/her problem. Their contributions should be concise, creative, and should express support.
The task of the Case Presenter is to listen and consider whether the ideas and suggestions make sense to him/her.
The Moderator keeps an eye on the time and also pays attention to the receptiveness of the Case Presenter.

Phase 7: Conclusion

The Case Presenter is asked to give a statement that includes which of the presented ideas sound helpful to him/her regarding the key question. He/she reports which of the Consultants' suggestions and solutions were personally valuable and states the next steps to be taken in the case.
Finally he/she expresses his/her gratitude to the group.
The Moderator may be interested in feedback concerning the manner of his/her moderation.
Each participant leave their roles and the Peer Group Supervision session comes to an end.
After having had a break the group can continue running another Peer Group Supervision session, starting with Phase 1: Casting

Structured Peer Group Supervision (overview)

Phase 1: Casting

- Moderator
- Case Presenter
- Consultants

Phase 2: Case Presentation

- The Case Presenter outlines his/her case briefly.
- The Moderator listens actively and possibly guides the Case Presenter by asking clear and focused questions.
- The Consultants just listen attentively.
- The Case Presenter finishes with a clear request for help: "I need the group's help to…"

Phase 3: Clarifying questions

- The Consultants ask two or three comprehensive, clarifying questions.

Phase 4 (facultative): Core of the issue

- The Consultants write down what they think is the core of the issue.
- The consultants share their ideas one by one ("I think the core issue here, is…"), a "Secretary" takes notes.
- The Case Presenter chooses one that matches his/her clarifying needs best.

Phase 5: Method choice

- The group selects a consulting module:
- Sounding Board
- Good pieces of advice
- Brainstorming

Phase 6: Consultation

- The Consultants give their ideas in order to answer the Case Presenter's key question, formulated according to the style and rules of the specific consultation module that was chosen.
- A "Secretary" takes notes of the contributions given by the Consultants.

Phase 7: Conclusion

- The Case Presenter reports which of the Consultants' suggestions and solutions were personally valuable and states the next steps to be taken in the case.