

PEERCOACHING I

Phases	Case Provider	Peer / Moderator
Casting role 3-5 minutes	Who does what – who takes which role?	Listens who does what – who takes which role?
Case provider introduction 10 minutes	Presentation of the case: <ul style="list-style-type: none"> ■ what is the issue? ■ what happened so far? ■ what is the problem? ■ what are the most critical points? ■ who is involved? ■ how do you feel about the case? ■ what do you expect from your peers? <p>Speak about concrete things in a concrete and simple way!</p>	Asking back; short and specific question: <ul style="list-style-type: none"> ■ which of the existing problems would you like to keep and which would you like to let go? ■ where do you have the resources for this problem and which resources do you have to acquire? ■ where could other people play a role in the described issue? Who are they? ■ what do you feel/do/expect/want/avoid/fear? ■ what do you think the other person thinks about this situation? Question or statement. <p>M: visualizes the case on a flip chart</p>
Key question 5 minutes	<ul style="list-style-type: none"> ■ "It would be very helpful to me, if..." 	<ul style="list-style-type: none"> ■ M: helps to find the key question ■ P: make sure that they really understand the question
Reflections 10 minutes	<ul style="list-style-type: none"> ■ Listens only ■ Turns the back to the group (e.g. turns chair) 	<ul style="list-style-type: none"> ■ Reflect and share: <ul style="list-style-type: none"> ■ Observations ■ Own emotions and feelings ■ Fantasies & hypothesis ■ Analysis & insights <p>No solutions yet!</p>

PEERCOACHING II

Phases	Case Provider	Peer / Moderator
<p>Counselling 10 minutes</p>	<p>Listens without any reactions</p>	<p>Actively consult and contribute all around the case</p>
<p>Situation 10 minutes</p>	<ul style="list-style-type: none"> ■ how was it for me? ■ what was most intriguing to me? ■ what are my take aways? ■ What if...? ■ What would make the situation better? ■ what will I do next? <p>No discussion about negatives (what was not helpful, what wont work, what I have already tried and so on). Say thank you to peers.</p>	<ul style="list-style-type: none"> ■ answering key question ■ provide/discuss possible solution ■ discuss about potential next steps
<p>Conclusion 5 minutes</p>		

(Option: some minutes of open dialogue)