Peer Consulting

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- Dates back to the 18th century

- Based on the idea that everybody tends to trust people with a comparable background more than others

- Some of the first uses were in the school context (older pupils tutoring younger ones)

- As a method, founded on the peer tutoring (Bell etc.) (http://wrt-intertext.syr.edu/VIII/dabkowski.html)

- Peer consulting belongs to a semi-professional field:

Professional	Consulting	Coaching	Supervision
Semi-professional	Peer-Consulting	Mentoring	Intervision

(from Wildt and Buer)

1. **Introduction of topic:** The case owner presents his/her case/problem (5 min, 1 rapporteur of the group takes flipchart)

   a. What exactly is the situation?

   b. Who is involved?

   c. What is my problem?

   d. What did I try to solve it?

   e. What helped?

   f. What do I expect of the group?

2. **Questioning phase:** The peers are allowed to ask questions; however, the questions have to address issues of clarification and better understanding only!(5 min)

   a. Moderator? Time?

   b. Feedback rules! non judgemental

3. Exchange phase: The case owner leaves the group and avoids intervention (passive participation) while the peers discuss his/her case, hypothesize and try to develop (several, different) solutions (20 min)

4. Consulting phase: The case owner returns to the group and the peers present their results/ideas and discuss them with the case owner (10 min)

5. Feedback Phase: The case owner reflects the peer consulting. The Case owner gives feedback what her/his conclusions are and what his/her next step will be.

6. Results are to be noted and then shared with the larger group (what did the case owner learn, what did the peers learn) (5-10 min)

- Giving feedback:
  - Describe your view
  - Stick to the facts
  - Recent situation
  - Promptly
  - In case of negative feedback: mention positive aspects,
  - Use „I-messages"
- Accepting feedback
  - Listen first
  - No justifications, explanations
  - Ask questions for clarification
  - You decide what you accept