

CREATIVE AND CRITICAL INDIFICATION OF SOLUTIONS

“complexity accomplishment”

Cooperative consultation is a way of finding a solution in progress using the knowledge of the people working in the same or similar field.

90 min

Material: Instruction sheet, maybe copied on a flip-chart, for everybody to see it.

Learning outcomes

You will learn to solve problems and irritations on a base of cooperative knowledge.

Description

Cooperative Consultation:

- a 10 step example
- duration 80 -90 min
- inspired by the *Heilbronner Modell*

Please make sure that you follow the steps even if they look a bit odd at first or if you get impatient. An external moderator is not necessary. However it is important that someone is in charge to supervise the single steps and set the timeframes. Each case will have a new supervisor. The tool of Cooperative Consultation will require at least four to five people to be successfully.

			Case bringer (cb)	Group (g)
Step 1	5-10 min	Appointing the moderator The whole group (g) should decide on which case should be worked on. Appointing the case bringer (cb)		

Step 2	10 min	Presentation of the case.	Only the case bringer describes the case.	The group just listens and watches, what is being said and how; body talk etc.
Step 3	5 min	Enquiring by the group		Just enquiring for the understanding NO discussion!
Step 4	10 min	Gathering of ideas and associations of the case	Cb just listens.	Group talks about the case and their feelings and associations; who and what is it about. What impression does the cb gives ...
Step 5	5 min	Cb gives a feedback if the heard was helpful and if there are some new ideas		The group just listens.
Step 6	10 min	Given the professional background and experiences of the group the group compiles possible solutions.	Cb just listens and collects impressions	The group compiles solutions.
Step 7	5 min	Feedback of cb	Cb gives a feedback what would help, what would e/she consider and why.	The group just listens.
Step 8	10 min	General exchange <ul style="list-style-type: none"> • What still has to be clarified • Precise resolution method • Concrete planning of the first steps ... 		
Step 9	5-10 min	Everybody describes a similar situation he/she experienced in the past	This step relives and ties the colleges.	
Step 10	10 min	Feedback and arrangement for the next Cooperative Consultation		