

SF PEER CONSULTATION GROUP OUTLINE: QUICK REFERENCE (PRINT)

2. Presentation

- The presenter describes the situation for the group (5 min).
- The group listens and lets the presenter finish uninterrupted.
- The presenter asks for help in the form of a "How do I ___?" or "How can I ___?" question.

3. Clarification

- The group asks solution-focused questions (→)
- Save questions that offer guidance such as "Have you tried ___?" until step 5.
- Diagnosing and hypothesizing about why the issue is occurring are discouraged.

4. Affirmation

- The group members take turns telling the presenter what they liked, appreciated, are impressed by, or admired.
- The presenter listens but does not respond further.

5. Reflection (tips and suggestions)

- The presenter listens and **does not respond verbally** to reflections/tips/ideas.
- Reflections should be brief (1–3 sentences) of "Have you tried ___?" or "It helps me when I ___."

6. Close

- The presenter responds briefly to what has been said.
- A scaling question may be used to gauge the usefulness of the process/feedback for the presenter.
- The presenter may be invited to identify a next small step based on the conversation.

What have you done so far that has been helpful (even if just a little bit)?

Suppose a colleague were to ask you for advice about this very situation. What advice would you give him/her?

What have you already tried?

What solutions have you thought of yourself?

In similar challenges you have already experienced, what did you do that helped?

Suppose the issue is resolved, how will you know that it is better?

What advice might your most trusted coworker offer you?

On a scale of 1 to 10, with 10 being "completely" and one "not at all," where are you in relation to this issue? Why that number and not lower? What has helped you get to the number you are at?

Who would be able to help you with this? Who else?

What are your strengths that will be most helpful in relation to this?

How can you do more of what has been helpful so far?

What would be helpful to acknowledge about yourself in this situation?

Suppose there is one question I could ask that would be very helpful to you. What would it be?

Suppose this situation is resolved in the way you need it to be. What would be better

What is important for us to understand about this situation?

What else have you already tried that has been even a little helpful?

What has helped you to manage the situation to this point?

What part of this are you most hoping to change?

Suppose this situation is resolved in a way that seems really helpful for you. What will be the first sign that this has happened?

What will be the first sign that things are getting just a little bit better?

What could be your first small step to work towards a resolution?

What ideas have you already come up with (even if you haven't tried them)?