

TOOL 13.2**Here's the situation**

Purpose: To generate multiple ideas from a team to support an individual facing a challenge in his or her professional practice while leaving the decision making to the individual. (The coach will find it important to stress possibilities rather than give advice.)

Materials: Chart paper, markers

Time: Approximately 1 hour per situation, depending on team size

| BEFORE THE COACHING SESSION | | TIME |
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| 1. | Invite team members to present a situation to the team. Identify one person from among the volunteers, or schedule all volunteers to present over a series of meetings. After identifying the volunteer(s), provide <i>Here's the Situation</i> guidance to the volunteer so he or she is ready to describe a situation to the team. Guidelines might include: | |
| 2. | Present a description of the situation, answering: | 5 minute |
| | a. What is it? | |
| | b. Who is involved? | |
| | c. What does it affect? | |
| | d. How do I feel about it? | |
| | e. What goal(s) am I striving to achieve? | |
| AT THE COACHING SESSION | | TIME |
| 1. | Introduce the protocol and set norms for the team's work. Suggested norms might be: <ul style="list-style-type: none"> • Participate actively. • Be open to multiple, different ways of approaching the situation. • Engage in divergent thinking. • Acknowledge that each individual should choose the approach that is best for his or her situation. • Accept all ideas. • Refrain from critiquing ideas. • Speak from own experience. | 5 minutes |

TOOL 13.2 cont'd

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| 2. | Ask the presenter to describe the situation while team members listen carefully. | 5 minutes |
| 3. | Have team members identify in a round robin fashion what their goal(s) would be if this were their situation. | 3 minutes |
| 4. | Have the presenter describe related factors he or she is considering while team members listen carefully. | 2 minutes |
| 5. | Have team members share what they would think about this situation if it were theirs. | 5 minutes |
| 6. | Have team members shift gears and share possible strategies, along with their reasons for suggesting a strategy. Members should suggest only one strategy at a time, allowing other members to offer ideas. One team member can record the ideas and rationales, perhaps on a chart so all can see them. The presenter should listen carefully to each idea. The group should not discuss or criticize any ideas. | 15 minutes |
| 7. | Ask team members to pause to choose the idea that they might use given their current understanding of the situation and to report out, in turn, their selection and rationale. | 7 minutes |
| 8. | Ask the presenter to share his or her choice and rationale. | 3 minutes |
| 9. | Involve all members in discussing what they learned from the experience. | 10 minutes |