Institut für Kollegiale Beratung und Onlineberatung

The Heilsbronn Model of Peer-to-Peer Counseling: 10 Steps for the Group

Step 1

Agreement on moderator and case (5 - 10 minutes)

The counseling group works without external moderator.

- At the beginning of the counseling process the group agrees on a moderator. It is the task of the moderator to ensure that the group follows the 10 steps (to indicate begin and end, to structure time, to facilitate the process). He/she will also participate as counselor.
- At the beginning it will also be agreed whose case will be worked on (the person presenting the case). Sufficient time has to be allowed for this decision.

Rule: The Moderator changes after each case is discussed.

Step 2

Presentation of the problem (10 minutes)

The person presenting the case describes his/her problem and tries to focus it as much as possible.

Rule: Only the person presenting the case talks and will not be interrupted. All group members listen in an attentive and concentrated manner, and observe voice, posture, intonation, body language, sequence of information and also their own emotions.

Step 3

Questions (5 minutes)

The group members may pose questions regarding information and clarification to the person presenting the case.

Rule: Only questions regarding information and clarification are permitted. The Person presenting the case will answer those questions. No discussion!

Step 4

Collecting ideas/brain storming (10 minutes)

The group collects associations, emotions, fantasies and metaphors triggered by the case presentation.

It is helpful to provide room for own ideas.

Whom do I identify with the most? Why? Which effect did the way the case was presented have on me?

Do not yet introduce recommendations for solutions!

Rule: The person presenting the case will restrain him-/herself completely during this phase, even if it is hard not to make corrections immediately. He/she should concentrate listening to the group's ideas regarding his/her situation.

Step 5

Feedback by the person presenting the case (5 minutes)

The person presenting the case informs the group members, which of their ideas and suggestions are practicable and which ones are not useful.

Rule: The group listens silently.

Step 6

Collecting recommendations for solutions (10 minutes)

Group members compile recommendations for solutions from their own experience.

Rule: The person presenting the case will restrain him-/herself completely during this phase, even if it is hard not to make corrections immediately. He/she should concentrate listening to the group's ideas regarding his/her situation.

Step 7

Feedback by the person presenting the case (5 minutes)

The person presenting the case informs group members, which of their ideas and recommendations for solutions are practicable and which ones are not useful.

Rule: Group listens silently.

Step 8

General discussion (10 minutes)

Conversation and discussion takes place regarding matters that have remained unclear. In-depth recommendations for solutions are given as well as planning of initial steps for tackling the problem.

Step 9

Final Phase – Sharing (5 – 10 minutes)

Now, one after the other each group member presents a situation in which similar experiences have been made. This phase offers relief and knits the group together …

Step 10

Feed back (10 minutes)

- to the moderator / by the moderator of the session
- by the presenter of the case
- within the group
- arrangements for the next session?

https://kollegiale-beratung.online

Peer-to-Peer Counseling is also available as a Online-Service.

Institute for Peer-to-Peer Counseling

The institute was established in 2008 to be a registered non-profit association. It is the purpose of this institute to foster Peer-to-Peer Counseling as an instrument of personnel development within public and private institutions and organizations. More information is available at:

www.institut.kollegiale-beratung.net

In cooperation with Religionspädagogisches Zentrum Heilsbronn: www.rpz-heilsbronn.de

Your feedback regarding the Heilsbronn Model of Peer-to-Peer Counseling will be very much appreciated. It will help us to further develop the concept of Peer-to-Peer Counseling.

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further information: **www.kollegiale-beratung.online**

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