

# Intervision methods

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## Incident method

**Group size:**

**Time:** +/- 55 minutes

### Steps

*Step 1 Introduction (3 min.)*

The dilemma owner describes the situation and their question concisely only stating the facts.

*Step 2 Question round (20 min.)*

In silence, the group take time to write down their question. When all questions are on paper, the questions will be asked and the dilemma owner answers. Note that only open questions with the aim of gaining more insight into the factual situation should be asked. Advice needs to wait until step 4.

*Step 3 Analyse (10 min.)*

All group members, except the dilemma owner, analyse the core of the problem.

*Step 4 Advice (10 min.)*

Every group member form an advice for the dilemma owner.

*Step 5 Evaluate (5 min.)*

The dilemma owner shares which pieces of advice were/will be helpful and explains why.

## Balint method

**Group size:**

**Time:** +/- 90 minutes

### Steps

#### *Step 1 Inventory (10 min.)*

You start with a round in which all group members state their dilemma in one sentence.

#### *Step 2 Choose (10 min.)*

First make an inventory of the dilemmas and see which one appeals to the group the most or is most recognised by the group members.

Then choose a chairman. The dilemma owner is never the chairman.

#### *Step 3 State problem (5 min.)*

- The dilemma owner describes the situation and their question concisely only stating the facts.
- In silence, group members write down which thought and feelings come to mind when thinking about this dilemma.

#### *Step 4 Explore (20 min.)*

- Group members think up clarifying questions.
- The chairman invites all group members to ask their questions taking turns.
- The dilemma owner answers the questions concise and without discussion.

#### *Step 5 Judge & advice (20 min.)*

- Group members form a judgement and advice and write this down.
- Taking turns, the judgements and advice are shared.
- The dilemma owner reacts concisely without starting a discussion.

#### *Step 6 Decide (10 min.)*

The dilemma owner shares his reaction to the advice, considering them and explaining what this advice brings him.

#### *Step 7 Share (15 min.)*

All group members share their own difficulties in similar situations.

## Gossip method

**Group size:**

**Time:** +/- 50 minutes

### Steps

#### *Step 1 Introduce (5 min.)*

The dilemma owner shares his question with a short explanation.

#### *Step 2 Explore (15 min.)*

Group members explore the problem with focused, open question with the aim of gaining more insight into the factual situation. They focus on relation, feeling and procedure.

#### *Step 3 Gossip (15 min.)*

- The dilemma owner steps out of the circle.
- The group gossips about the possible underlying problems and possible solutions.
- The dilemma owner simply listens and doesn't get involved. They take notes of what is said that stands out or touches him.

#### *Step 4 Share (15 min.)*

The dilemma owner comes back in the circle and shares his experience; how did it feel to listen to the gossip, what touched him and what does he think of the possible solutions.

#### *Step 5 Evaluate (10 min.)*

The whole group, both the dilemma owner and the other participators look back on the process; what did it bring, how did everyone experience it.

## Learn from successes

**Group size:**

**Time:** +/- 60 minutes

### Steps

#### *Step 1 Introduction (15 min.)*

The success owner shares a success experience in great detail; a moment when something you did worked really well; an experience that you learnt something in a very short time; a feeling that you have grown.

Other group members listen and write down what they think are the factors that made this situation/experience such a success.

#### *Step 2 Inventory (20 min.)*

All the factors are written down on a large piece of paper in two columns:

- Left: Initiatives, qualities, strengths and actions from the success owner
- Right: contexts, and support from others

The success owner thinks and if necessary, corrects and adds.

#### *Step 3 Elaborate (15 min.)*

Members ask clarifying questions to gain more insight into the factual situation. The new found (underlying) success factors are written down on a separate piece of paper.

The core question in this step is: What factors made this situation into a success?

#### *Step 4 Evaluate (10 min.)*

Group members evaluate and discuss; what have we learnt from this? What can we take away from this?