

This protocol is designed to elicit multiple perspectives to support a coach in thinking through a dilemma, while increasing their capacity to address it by leveraging the insights and perspectives of others.

Offered Norms

**Be present**

**Respect confidentiality**

**Remain candid and curious**

Logistics

**Roles:** Facilitator, Case Presenter, Consultants (all other participants), Timekeeper Group

**Size:** 4-7

**Time:** 30-40 minutes

Materials

**In-person:** paper, pen or pencil, timer

**Virtual:** digital workspace, timer

Instructions for Use

1. **Identify a case presenter.** This could be done in advance, or the facilitator can ask each participant to share a dilemma with the group, and the group can collectively determine which dilemma they want to discuss (2-5 min)
2. **Present a coaching dilemma.** Case Presenter shares a current coaching dilemma, any relevant dynamics, and previous attempts to address it, if applicable. (5 min)
3. **Ask clarifying questions.** Consultants ask the Case Presenter clarifying questions to elicit additional information to support a more effective consult. (3 min)
4. **Reflect Back- Go Rounds.** Case Presenter is silent while consultants describe what they heard the Case Presenter convey during the presentation (“What did you hear in this presentation?”). During Go Rounds, consultants should pass if their reflection has already been shared. (6+ min)
5. The facilitator then utilizes additional prompts to ensure the group has the fullest description of the dilemma and its complexities (“What seems important to the coach?” “What surprised you?” “What does this problem really seem to be about?”).
6. **Respond and explain.** Case Presenter briefly responds to consultants’ expressed understandings of the problem and provides further clarification as needed. (2 min)

**6.** **Consultants brainstorm.** Case Presenter is silent while consultants have an open conversation and brainstorm next steps. (6 min)

**7.** **Share key insights.** Case Presenter responds to acknowledge any new questions, insights, or shifts in perspective gained through listening. (3 min)

**8.** **Group debrief:** Discuss and/or journal how it felt to be in each role and any takeaways. (5 min)