

Intervision

WHAT & WHEN

Inter-vision is a small group activity for 4 to 6 people. It allows people to get input from their peers on issues and problems. It is a peer-coaching technique which can be facilitated but with groups with a little bit of experience it can also be <team led, without facilitation. The main objectives are :

- To share problems, questions, concerns with colleagues
- To develop the skills and insights of people who try to look for solutions
- To help others to become effective and autonomous in their job
- To strengthen solidarity between people facing similar challenges

It can be used in different contexts :

- formal training session,
- network activities, communities of practice
- regular 'sharing moments' between colleagues,
- team development,
- as support activity for coaches (to keep the coaching flame going)

WHY

- It creates solidarity in a team or between similar functions in an organization
- It develops awareness in one's capability to learn from experience
- It breaks down the idea that one can only learn from an expert, somebody who 'knows'
- It develop a number of important learning skills :
 - *Active listening, Empathy and Questioning skills*
 - *Creative thinking and innovative problem solving*
 - *Synthesizing skills, Teamwork and solidarity between professional peers*
 - *Process Facilitation skills (when not facilitated by external facilitator)*

How

During an Inter-vision session each participant brings in one issue. The session can be done with or without a facilitator. In either case, sticking to the allocated time is crucial for the effectiveness of the exercise. This stops the group from dwelling on details. The group spends 30 minutes on each issue.

1. *One of the participants (the issue owner) introduces an issue, which can be a new challenge or a problem that he or she is facing (3 min.). Make sure it is an ongoing issue and not just history.*
2. *The other participants then ask questions to clarify particular points and to find out more about the topic (10 min.). Make sure you do not start to discuss solutions already but stick to clarification !!*
3. *The group then starts brainstorming on possible ways of approaching the problem, and possible solutions to try out. A paperboard is useful to capture ideas, making them 'visible' throughout the process. The issue owner is invited to listen and to take in the proposals without going into the discussion (10 min.)*
4. *Based on the brainstorming, the group then makes a number of recommendations and suggestions to the issue owner (2 min.).*
5. *The issue owner can then give feedback on what he/she has heard from the group: how this helps or not, what can he/she take away from the exercise, etc. (5 min.)*

You can do a 'full session' where every participant brings in one 'issue' and which will than last about 3 hours for a group of five. You can also decide to do one 'issue' at the time and plan every week or so a ½ hour session. In this case it is of course important to have 'regular sessions', planned in advance in order for everybody to 'tap' into the brain of his peers.

