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Community-led Urban Strategies for Historic Towns

Workshop: Heritage Management

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Peer Supervision



Peer Supervision

„Peer Group Supervision is an effective form of leaderless peer group counselling.“

Peer Supervision

The 6 phases of Peer Group Supervision

1. Casting
2. Case Presentation
3. Key Question
4. Method Choice
5. Consultation
6. Conclusion



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Phase 1: Casting

Following roles have to be assigned:

Moderator

Case presenter

Consultants



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Phase 2: Case Presentation

Presenting the Case within 5-7 minutes
(*Must contain all necessary information to understand the case*).



Moderator has the task to guide the Case Presenter by asking clear and focused questions.

Consultants must listen carefully. At the end they can ask 2-3 question
(*should not include solutions*).



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Phase 3: Key Question

Case Presenter must choose one specific key question to set the focus for the following phases.

The consultants can support him by offering several key questions.



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Phase 4: Method Choice

Each member of the group can suggest a consulting module (the Moderator guides the group through this process).



At the end the Case Presenter has to agree to the final suggestion, e.g. *Brainstorming, Actstorming, Good Pieces of Advice, Sounding Board etc.*



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Phase 5: Consulting

Consultants should give ideas according to the key questions and the chosen module.

3 Steps

Recognize positive things

Describe potential challenges//obstacles

Give ideas what can help.

Always use the format „I....“ (Avoid „You...“ sentences)



„Secretary“ is nominated to take notes of the contributions (so the Case Presenter can concentrate on the contents).



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Phase 6: Conclusion

Case Presenter gives a statement which of the ideas is regarding to the key question the most helpful.

He expresses gratitude to the group.

It is also possible to give feedback to the Moderators manner of the moderation.



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Communication rules

- Be clear on the objectives of the conversation
- Choose your timing
- Stick to the matter in hand
- Avoid starting sentences with „You...“
- Never say never or always
- Watch your shoulds and shouldn'ts
- Don't interrupt
- Stay calm or postpone the conversation
- Avoid sarcasm, monologues or mind reading
- Express your feelings as well as your opinions