

# Consultancy Protocol

**Purpose:** A structured process for helping an individual or team think more expansively about a particular, concrete dilemma.

**Time:** 17 minutes per presenter

**Roles:**

- Facilitator- helps group follow the steps of the discussion and keeps time
- Presenter- Shares dilemma, answers questions, reflects
- Consultants- listen to presenter, asks questions, brainstorm ideas

**At a Glance:**

How long?	What to share?	Who is sharing?	Who is listening?
3 min	Overview of a dilemma and Focus question for feedback	Presenter shares	Non-presenters
4 min	Clarifying/probing questions	Asked by non-presenters	Presenter listens and answers
5 min	Discussion about the dilemma and the focus question	Discussion by non-presenters	Presenter
5 min	Reflection	Presenter shares	Non-presenters

**The Setup:** The presenter identifies a dilemma that you haven't been able to solve alone.

**The Pitch (3 min):** The presenter explains the problem and asks a specific focus question. If there are materials to look at, the group reviews them in silence.

**Fact-Finding (2 min):** The group asks "Clarifying Questions". Clarifying questions are quick, factual questions to fill in the blanks (e.g., "How many students were involved?").

**Digging Deeper (2 min):** The group asks "Probing Questions" to make the presenter think differently. The presenter answers, but there is no back-and-forth debate yet.

**The "Fishbowl" Discussion (5 min):** The presenter stays silent and takes notes while the group discusses the problem as if the presenter wasn't there. They explore assumptions and brainstorm ideas. Possible questions to frame the discussion:

- What did we hear? What didn't we hear that they think might be relevant?
- What assumptions seem to be operating?
- What questions does the dilemma raise for us?
- What might we do or try if faced with a similar dilemma?
- What have we done in similar situations?

**The Reflection (5 min):** The presenter talks about what they heard, what resonated, and their new next steps.