

STRUCTURED CASE REVIEW PROCESS

Sol Global Coaching Community (SoL GCC)

PREPARING FOR THE STRUCTURE CASE REVIEW PROCESS

CASE OWNER

During the call, you will have the opportunity to tell a story about a current or former coaching engagement about which you have questions that you would like to raise with your peers. It may be a story about a situation you encountered in the past that you wished you had handled differently. It may be about a current coaching engagement about which you have questions about approaches to take. Do not limit yourself to stories about challenges in coaching a specific person, but you may include issues surrounding obtaining/ agreeing to the coaching contract or ending/ transitioning a coaching engagement.

PREPARATION

As you prepare your note for the call, be ready to use the 5 – 10 minutes you will have to provide the listeners with:

1. A brief, clear description of the situation you faced
AND
2. Two to three questions you would like answered, or two to three issues about which you would like input.

BENEFITS

Through the Structured Case review process, you will have the chance to hear questions from peers about your case and to get input about approaches, methods, or resources that may help you deal with a current client, or with future clients.

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DURING THE STRUCTURE CASE REVIEW PROCESS

PEERS LISTENING TO THE CASE

During the call, you will have the opportunity to listen to a story that another coach will tell. The case owner will present a case about a current or former coaching engagement to you. He or she will have some questions for you to consider as you listen to the case.

STEP ONE: Allow the case owner to tell his or her story without interruption. During this time, take notes about what you hear and the questions you may have. You should only listen and not interrupt the case owner. Once the case owner has shared the case, you and the other listening to the case will have the opportunity to ask the case owner clarifying questions.

APPRECIATIVE TRANSITION

At the end of the portion of the process, you and the others will end your comments by moving to appreciation by completing the following statement, *"What I appreciated, or valued, about this case was....."* or answering the following question: *"What did the case tell you about the coach?"*

STEP TWO: While the case owner listens, you and the others in the group will ask reflective questions without discussing the case. The case owner will listen to these reflective questions and take notes. Case owner may or may not respond.

STEP THREE: Then, the group will provide suggestions to the case owner, identifying possible next steps or alternative actions to take. The case owner will engage in this conversation.

Finally, during check out, you will have the opportunity to reflect on the experience.

BENEFITS

Through the Structured Case review process, you will have the chance to hear listen to an actual case a SoL GCC coach has, or is currently facing, and provide the case owner with input about approaches, methods, or resources that may help him or her with a current or future client. You will also hear the ideas of other coaches that may help you deepen your own practice.