

Briefing: Friendly Consulting

What is it?

Friendly Consulting is a specially created process for collaborative exploration, planning and learning through presentations, questions and feedback. Within the process, each member of the group has the opportunity to present a challenge that you face, you are comfortable with sharing and that is your personal responsibility to deal with.

The Friendly Consulting space is a structured, responsive and supportive environment to get feedback, insight and advice from your colleagues.

The Process

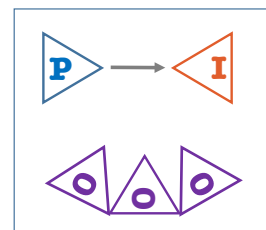
1. **Interviewer/ Chairperson:** The individual 'in charge' of the process – keeping time and managing the group dynamics and interactions. This individual 'interviews' the Presenter and acts as mediator between Presenter and Observers, (who join the discussion at the end of step 3).
2. **Presenter:** The focus of the consulting process. S/he presents his/her issue(s).
3. **Observers/ Discussants:** The remainder of the group (i.e. other than the Interviewer and the Presenter). The Observers are primarily listeners, then questioners and discussants. One observer takes the role of 'recorder' and keeps notes on behalf of the Presenter

Step 1 – Presentation of 'My Challenge' – 8m

Presenter → Interviewer (Observers listen)

The appointed Interviewer invites Presenter to speak. Presenter ONLY addresses the Interviewer (Observers are on the side).

The Presenter's presentation should be given more or less without interruption. However, it is the Interviewer's responsibility to keep the Presenter on track. Observers listen silently and attentively (the recorder takes outline notes and photo of the drawing).



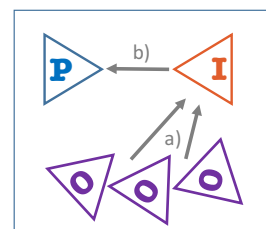
Step 2 – Questions for Clarification – 5m total

Observers → Interviewer (Presenter listens) – 2m

Interviewer → Presenter (Observers listen) – 3m

The Observers now have a chance to ask questions for clarification: addressed to the Interviewer who prioritises them and poses to Presenter.

a) The Interviewer invites the Observers to ask questions to clarify specific points (i.e. no discussion at this stage). The Interviewer collects 3-5 questions. This should take no more than 2m.



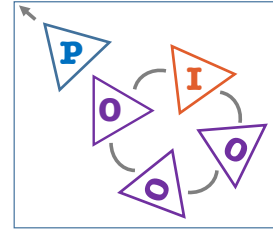
b) The Interviewer selects the most important questions which the Presenter now answers succinctly. Observers listen silently and attentively. The recorder notes the questions.

Step 3 – Discussion – 12m

Interviewer →/← Observers (Presenter listens)

The purpose of this step is to leverage the collective input of the Interviewer and Observers on the Presenter's issue. The Interviewer and Observers discuss the issue and explore possible actions.

During this process the Presenter turns his/her chair around so that his/her back is to the group. The Presenter LISTENS and takes notes. The recorder joins the discussion.

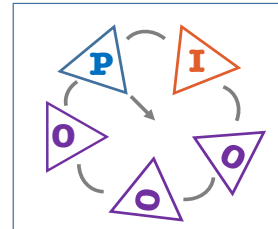


Step 4 – Wrap-up on ‘My Challenge’ – 2m

All together

The purpose of this final step is for the Presenter to ask final questions or provide final comments to the group. The Interviewer and Observers are welcome to respond. Keep it short.

After the session, the recorder gives the notes to the presenter for additional comment. A copy if given to the organisers.



Friendly Consulting

Recorder Template

Presenter's Name and job:

Date of presentation:

Names of friendly consulting team members:

The Challenge Headline (what it's about):

Some more details as presented:

Questions for clarification

Some of the ideas raised in discussion

Additional notes by the Presenter (continue overleaf if needed)

Please hand this to the UCSF team and email a photo of your finished drawing to pchitapi96@gmail.com