




The quality of our profession: the intervision approach

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What questions have you
heard recently that made a
decisive impact on your work?

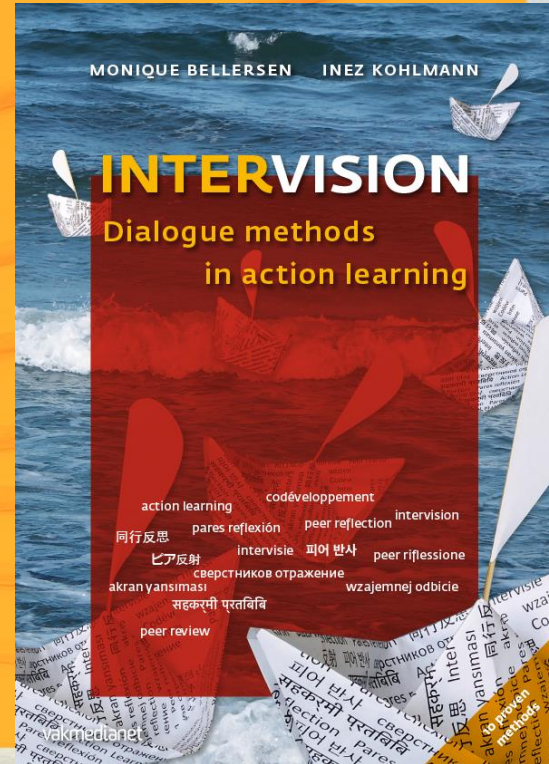
The intervision approach

- Introduction
- MCI the Netherlands and intervision
- What is intervision? How does it work?
- What results can be expected for our MC-profession?
- What do you need to start?
- Conclusion

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Introduction

- CMC
- Experienced in:
 - reflection, learning and peer coaching
 - intervision
- Author



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The Netherlands and intervision

- MCI the Netherlands: community of 200 CMC's practicing intervision;
- Consultancy universities include intervision as a permanent part of the curriculum;
- Professionals in business, public sector, education, health care, legal, banking etc.;
- Intervision with CEO's.

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What?

- Development of expertise;
- Professionals: 6-8 persons;
- Talking about problems/issues at work: the case;
- Goal = gain insight into case + alternative ways of dealing/behaving.

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How?

- Facilitator guides the discussion;
- Using an intervision method;
- The participants: not to come up with solutions, but asking helpful questions;
- About 1,5 hours.

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What is a case?

The case

A case:

- happened recently or will do so soon;
- is work-related;
- is a puzzle to the case provider;
- gives the case provider an opportunity to learn;
- is one in which the case provider is an active player.

Examples:

1. What to do when a client makes wrong decisions from my point of view?
2. I am not happy with the operations of the team members? What can I do to change this?

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Helpful questions

Suggestions for helpful questions

- What does your intuition say?
- What does this mean to you?
- What would it look like if...?
- What are the alternatives to...?
- What else could you do, then what else, and then what else?
- What's in it for you?
- What recognition would you like to have?
- Tell me about a time when thing went differently?
- What did it do for you?

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Results for our (MC) profession

- Continuing innovation as a consultant;
- Expanding knowledge;
- Achieving results for clients;
- Guarantees the quality of our profession.

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What do you need to start?

- Trained facilitators to guide the intervision process (train the trainer);
- Knowledge of intervision methods (book + training);
- Trained participants in asking helpful questions (workshops)

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Conclusion

Working on your expertise as a consultant via intervision is a big boost for the quality of our profession

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More information?

- Come and see me
- Leaflet in the hall
- Questions via info@networkintervision.com. I will answer!
- www.networkintervision.com

The intervision approach: how does it work?

