OPEN- CASE

Handout 1st session

The **goal** of this session is **to present and collaboratively elaborate the case(s)**.

All confirm confidentiality in group!

You may want to use the following items to guide you through the session.

----

1. (before splitting into small groups) Find persons who hold the following functions:
   - Case-provider
   - Moderator
   - Interested peers

2. **Case-provider describes his/her case** and proposes 1-3 questions of interest.
   Case-provider may want to express his/her personal **feelings** about the case, what moves them in the case.
   The case is given a **name** and, if appropriate, a symbol/**image**/metaphor.

3. **Peers reflect their understanding** by trying to capture – in their own words – the essential meaning of what the case-provider has revealed.
   Peers may ask questions regarding what has been said. It is essential that **peers stay with the case-provider and try to understand his/her message.** (e.g. You said you felt stressed, so do you still feel stressed now?)

4. **Peers** may **ask whatever is of interest to them** in the context of the case.(e.g. Did you already talk to the department head?) **Peers** may **share their reactions** to the case.

5. All try to identify the currents or "**forces**" at work in the given case.
   - Forces immediately related to the case (within the person and the system)
   - Forces from/to the environment

   Can you name some of the forces and/or draw a diagram?

6. Based on what happened in this session, the **case-provider** reflects his/her **feelings and meanings** about the situation. In particular he/she identifies any **significant, highly important events** in the case, others listen actively.

Optional: Before going into a short break, teams briefly share the names & essence of the cases. If peers want to switch to different teams, they may do so.

The **goal** of this session is to further elaborate the case and open up new perspectives. One of the results can be a better understanding of the case, possibly leading on to solution strategies.

Decide for keeping the **moderator** or switching to a new moderator.

----

7. **Change of perspective**:
   Peers take on the perspective of the case provider and potentially other functions that are central in the case and **share their feelings and view of the case**, case provider, context. Do you feel like staging some conversations that may go on?
   Peers suggest various options that might be helpful to consider in the case.
   Case-provider gives feedback.

8. **Rogers' core conditions**
   Peers make an effort at identifying **connections** (if any) between the **case and**
   - the three **person-centered core conditions** (congruence, acceptance, empathic understanding)
   - the **talks** during the **break**

   Case-provider listens and may take notes.

9. **Reflection of case-provider**
   Case-provider explores the contributions of peers' perspectives and **reflects** in how far anything/any person in the workshop contributed to **moving the understanding of the case forward**.
   Case-provider explores what it is that he/she would most wishes (or fears) to happen.

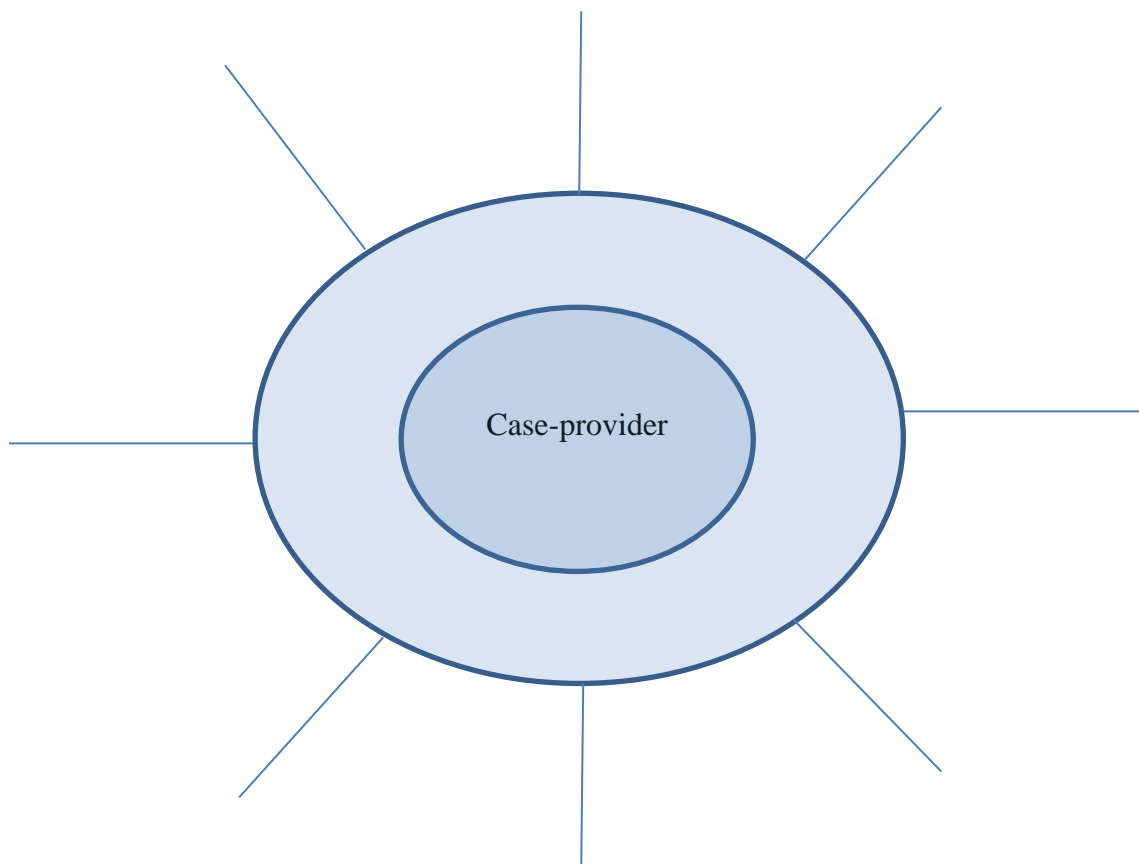10. **Reflection in small group**
    Small group reflects upon their process, insights and potential solution strategies in the case.

Optional: Sharing in plenum

Each small group may produce a **flip-chart** with the following structure:

> CASE-NAME
>
> - Description (3-5 adjectives)
> - Effects of case
> - Case in context of 3 core conditions
> - Solution strategies: first steps and long-term perspective
> - The Open Case setting was ……………………………….

REFLECTION:

Statement: This page will only be used for research purposes.

Each participant notes on this sheet:

1. Insights from the case:

2. Significant/decisive events in this group

3. Solution strategies identified

4. 3-5 attributes to describe the open-case session

5. Can you imagine working on a case with colleagues online, given a suitable web service would exist to support that setting?

Diagram-template on forces:

Case-provider