

Learning Clinic



This tool offers an opportunity to listen to colleagues and make the most of the wealth of expertise available around you. This technique can be used to support positive problem-solving and knowledge-sharing within teams.



Objective

Bring out the collective wisdom of a group to address a specific challenge. It usually creates an atmosphere of mutual respect to support positive problem-solving



What it takes

Needs skilled facilitation
5 or more persons
25 - 90 minutes



Note

In-depth exploration of complex challenges



Process

Step 1 : Preparation

The person who wishes to receive help (the presenter) comes to the meeting with a specific request, e.g. I would like to know how to improve my interaction with my project counterpart.

Step 2: Presenting

The presenter outlines the situation to the team. The team listens attentively without interrupting and lets the presenter finish.

Step 3: Clarifying

The team asks questions to understand the situation more clearly. The presenter replies after each question.

Step 4: Affirming

Each team member tells the presenter what has impressed him or her most about how he or she is handling the situation. The presenter listens to the feedback and thanks the team.

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Climate relevance

This exercise supports positive problem-solving and knowledge-sharing within teams, which is a key element in tackling climate related challenges.



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Facilitation guide

Step 5: Reflecting

The team members take it in turn to go round the table and offer one item at a time of appropriate input, or "pass". This cycle continues until everyone has said all they want to say or they run out of time. While the team is reflecting, the presenter remains silent and listens.

Step 6: Responding

After the reflections, the presenter responds briefly to what has been said, thanks everyone and (usually) sets him or herself a next step.

Facilitation tips

- if you have a small group (<10), you can run one plenary meeting.
 - A moderator can introduce the overall process and guide participants through the individual steps.
 - For larger groups, we recommend creating breakout rooms.
 - Make sure each breakout room has a presenter, who is familiar with the steps and will take care of the group moderation.
 - After ca. 20 minutes, you could consider transferring the listening teams to another presenter and have your participants interact with several presenters.
 - Give participants a heads up of upcoming changes by broadcasting a message.
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Source:
The Red Cross Red Crescent Climate
Centre has modified this activity,
originally introduced by Solutions
Focus



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