

Step Back Method* for Peer Consultation

*Adapted from the Harvard Macy Course for Educators

<http://www.harvardmacy.org/programs/overview.aspx>

Method:

- 1) Each participant's project will be discussed for a total of 20 minutes.
- 2) As the presenter, you first share your project details. You have exactly 5 minutes, and we encourage you to use the curriculum worksheet that you prepared for QSEA.

Elements you may want to describe include:

- the general content area(s)
- the scope and learner group
- the setting, and
- your progress to date

- 3) As the presenter you then ask the group a specific question or 2 around an issue you are struggling with.

Examples of questions:

"How do I get our QI manager to be willing to work with residents?"

"How do I get the residents interested in error reporting? They are scared of repercussions."

"I have been asked to train the faculty in my department. How do I engage them? They think this is just bureaucracy in action."

We fully expect many of your projects to be in the developmental stage so, no pressure! Many of your questions will be about where to begin and that is fine!

- 4) Then you sit back and listen. Your peers will then spend 8-10 minutes discussing your question. You are not allowed to speak but instead listen and reflect. Many participants like to take notes as they are listening to the feedback. You are welcome to do so.
- 5) You will have 5 minutes to reflect back what you took away.

General rules of engagement

- All comments should be constructive, non-judgmental, and not shared outside the room.
- Please be respectful of others opinions' during the discussion.
- You MUST stay silent during the peer discussion. Unless there is a grave misunderstanding of what you said, you should not participate until the end. This is to force you to listen and not react immediately.
- We MUST stay on time to give everyone a chance! Please be respectful of everyone's time. There is more time in the open parts of the conference to get more opinions and explore specific ideas further!