



# Modeling the Consultancy Protocol Using an Interactive Fishbowl

*Developed by Pete Bermudez.*

## **Purpose**

To identify and analyze the key elements of the Consultancy Protocol and practice the skills that contribute to its success.

## **Time**

60-90 minutes

## **Facilitation**

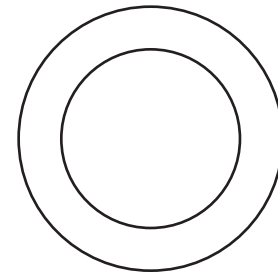
- Fishbowl Facilitator- facilitates consultancy in the fishbowl
- Meta-facilitator- Sets up process, provides rationale, observes group interaction and helps participants “dissect” process as it unfolds.

## **Materials**

1. Consultancy Dilemmas
2. Framing Consultancy Dilemmas and Consultancy Questions
3. Consultancy Protocol
4. Pocket Guide to Probing Questions
5. Note cards (for writing probing questions)

## **Structure**

Set up interactive fishbowl by placing 4-6 chairs in an inner circle surrounded by an outer circle of chairs. Leave enough space between the chairs to enable participants to step in and out of the inner circle.



## **Process**

1. Participants write a consultancy dilemma and a framing question for feedback. This may be done at home the night before or on site immediately before modeling the consultancy process.
2. Review the three types of questions that are part of the process — framing, clarifying, and probing. You may want to refer participants to “Framing Consultancy Dilemmas and Consultancy Questions” and “Pocket Guide to Probing Questions.” Ask participants to explain the major differences between the three types of questions and how they are used in the context of the Consultancy Protocol.
3. Review the steps of the Consultancy Protocol and ask participants to sit in the outer circle surrounding the empty chairs that represent the interactive fishbowl. Participants should take the handouts (see in step 2) with them for reference during the exercise.

4. Ask for a volunteer to present her/his dilemma and ask the individual to sit in the interactive fishbowl along with the fishbowl facilitator. (It is recommended that the fishbowl facilitator have an opportunity to consult with the presenter prior to the consultancy).
5. The meta-facilitator briefly explains the process that will be used during the interactive fishbowl:
  - a. Everyone listens actively
  - b. Any member of the group may ask one clarifying question by taking a seat in the fishbowl, asking the question, noting the answer, and exiting the fishbowl to allow others to ask clarifying questions.
  - c. Any member of the group may ask a probing question by writing the question down on a note card, taking a seat in the fishbowl, reading the question to the presenter, and giving her/him the note card before exiting the fishbowl. At the completion of the probing questions round, the presenter will briefly reflect on all of the probing questions that were asked and comment on those that she/he felt were most probing.
  - d. Any member of the group can request a “process check”
6. The fishbowl facilitator then initiates the consultancy process.
7. At the completion of step 3 (probing questions) of the consultancy, the meta-facilitator will pause and check for understanding of the major differences between framing, clarifying, and probing questions.
8. Starting with step 4, the presenter will move outside the outer circle and the fishbowl facilitator initiates the feedback discussion with the whole group while the presenter takes notes.
9. The presenter rejoins the outer circle and responds to the feedback.
10. The fishbowl facilitator leads the debrief of the consultancy process joined by the meta-facilitator.