iconda

Simulation preparation for Observers

Please do not share this information with the other groups.

A group responsible for the development and deployment of the CaseTrack tool (the Developers) will have a first meeting with potential clients from two other groups (the Clients).

The Developers know a few things about one of the two client groups but nothing about the other.

Their long-term objective is to have CaseTrack accepted as the standard tool in its class throughout the organisation.

Your role is to observe what happens during the encounter so that the debrief – which is crucial to learning from the encounter – is as effective as possible.

To help with this, you will find a form on the next page. This should help you to structure your feedback according to the Encounter Process (see earlier in the training).

You may either complete the form in real time, as you observe the encounter, or just after, using it to organise your notes and to prepare for sharing them with everyone. We may use screen-sharing, for example.

The simulation will be carried out in English.

The debrief will be structured as follows:

1. Developer(s) describe briefly:
   - What they were **conscious** of doing that seemed to help
   - What they might do **differently** if the simulation were replayed
   - Something they **learned**
2. Observer(s) describe:
   - **What they saw happen**, with reference to the **Encounter Process**
   - Developer behaviours that they thought **helped** meeting progress
   - **Alternative strategies** and behaviours that the Developer might consider if the simulation were replayed
   - Something they **learned**
3. Client(s) describe:
   - Their **information and attitude** at the start of the meeting
   - How this **evolved** during the encounter,
   - Something they **learned**

Engage *Notes on opening discussion:*
Do (Discover, Inform, Negotiate) *Notes on questions/remarks, responses:*
Check *Notes on closing and next steps:*
Other observations