

## Basic Intervention Model

(Critical incident method)

Translation of original text (in Dutch) at on [UU webpage on Intervention](#).

Beforehand: choose conversation leader.

1. Choice of problem or case 10 min.
  - a) Round (listening only, no discussions)
  - b) Choose one problem  
Criteria: 1. urgency, 2. relevance to others, 3. equal distribution
  
2. Presentation of the problem 15 min
  - a) Problem presenter outlines the situation
    - context in which it takes place, people involved,
    - what calls for a solution,
    - role of the presenter so far, any solutions tried
  - b) Others ask for clarification of the situation.  
NB. do not interpret and judge, no (new) solutions
  
3. Analysis: search for core theme(s) 10 min
  - a) Each person considers (and notes) for themselves what themes are at play.
  - b) Exchange of insights (no solutions yet)
  - c) Summary of key themes
  - d) Contributor chooses the theme/problem most important to him/her
  
4. Approach: what to do? 15 min
  - a) Round of ideas and proposals
  - b) Ask contributor: what appeals most to you?
  
5. Output: what did participants learn? 5 min
  - a) Each person writes down his/her learning points for him/herself. Exchange if necessary.
  - b) Are there any general themes that emerge from this case study?
  - c) How did each person experience the meeting?
  - d) Any arrangements for procedure next time