



Consultancy Protocol: Defining The Problem

5 Min. (1st Client) Read the consultancy question and provide context about the question. Only the client speaks and all others listen.

Facilitator keeps time.

Consultants take notes.

10 Min. Consultants ask clarifying questions and probing questions of the client.

Facilitator keeps time and joins in asking questions.

Consultants ask questions to probe the client.

- *Ask WHY*
- *Ask for stories*
- *Do not provide solutions to the problem.*

10 Min. (As if the clients are not there) Discuss the problem and what context might be missing, what suggestions you would have for the client about the problem and what research/ people/ organizations they might want to connect with the better understand their problem.

Facilitator keeps time.

Consultants discuss the problem and discuss resources and additional questions.

Client listens and takes notes.

3 Min. (Client) Reflect on what you heard and gather any information you may have missed in the passing of the conversation.

Facilitator keeps time.

Consultants listen

Client shares reflections and elevates themes.

5 min. Break!

Repeat for next team.

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