

SYRACUSE UNIVERSITY
Counseling and Human Services

CONSULTATION SUMMARY (handout)
Internship

Students will engage in a consultation activity during the course of internship. The purpose of the activity is to facilitate and experience the stages of the consultation process. The foundation of consultation is that a consultee discusses a problem or dilemma with the consultant regarding a “client system”. The consultant facilitates a problem-solving model in order to help the consultee work effectively with the client system.

Interns will document their experience by preparing a 5-7 page report. The following information is to be addressed in the report.

1. ENTRY

- a. Describe the process by which you entered the consultation relationship
 - i. Describe consultee background
 - ii. Describe the pre-existing relationship with the consultee
- b. Preliminary Exploration
 - i. How was consultation initiated?
 - ii. What was the presenting issue?
 - iii. Why did the consultee bring the issue to you?
 - iv. Why did you think you might be able to be an effective consultant?
 - v. How did you describe your role, the consultation process, and the potential results of consultation to the consultee?
- c. Contracting
 - i. How did the two of you agree to proceed?
 - ii. What did you and the consultee agree to do?
- d. Psychologically Entering the Relationship
 - i. Describe what you did to “join” with the consultee
 - ii. What are the similarities between you and the consultee?
 - iii. How did you demonstrate understanding and credibility?
 - iv. In what ways are you an “expert” in the issue presented?
- e. Discuss any resistance that you noticed
 - i. What are potential theories about the resistance?
 - ii. How did you “roll with the resistance”?

2. IDENTIFY AND DEFINE THE PROBLEM - DIAGNOSIS

- a. Gathering information
 - i. What is going on? What is influencing the problem?
 1. How long has the problem been going on? Has the consultee had this problem before? Do others have similar issues with the client system? What isn't working? What is working? When did the problem start? What does the client system think about the problem?
 - ii. Does this issue rest with the client (unique, complicated situation) or does it rest with the consultee (consultee needs specific knowledge, skill, objectivity, confidence)?
 - iii. What additional information did you gather about the situation?
 - iv. How did you gather the information?

- b. Defining the Problem
 - i. What is the resulting problem statement that has been clarified and will be the focus of attention?
 - ii. Is the problem statement reasonable and workable? Is the consultee agreeable to taking action?
 - c. Setting Goals
 - i. What actions did you determine would effectively solve or address the identified problem(s) in the client system?
 - 1. How will you know interventions are successful?
 - ii. Are the goals meaningful to the consultee?
 - i.
3. PLAN DEVELOPMENT AND IMPLEMENTATION STAGE
- e. Generating Possible Interventions
 - i. What actions or activities did you come up with so that the consultee can work to reach the goal for the client system?
 - i. What could the consultee do to bring about change in problem, or client system?
 - b. Choosing the Intervention
 - c. Formulating a Plan
 - i. What plan does the consultee have?
 - d. Implementing the Plan
 - ii. How long was the plan to be implemented?
 - iii. Did the consultee come to you during any stage of implementation?
 - e. Evaluating the plan
 - i. Did the consultee implement the plan?
 - ii. Did the plan work?
 - iii. What has changed as a result of the plan?
4. FOLLOW UP - DISENGAGEMENT
- a. Evaluating the consultation process
 - i. What did consultee think? What did you think?
 - b. Planning post-consultation matters
 - i. How did you make yourself available?
 - b. Reducing Involvement and Follow-up
 - c. Terminating
 - i. How did the process end? Was it mutual?
5. ISSUES COMMON TO CONSULTATION (Integrate within other sections)
- a. What cultural issues (e.g., race, gender, class) influenced the interaction? How did you address these?
 - b. What system issues (e.g., differences in jobs, authority issues, etc.) influenced the interaction? How did you address these?
 - c. Did the consultee raise any personal issues? How did you redirect the discussion?
6. PROCESS AND SELF-REFLECTION
- a. What were some of your thoughts and feelings about your role and the process – throughout the consultation experience?
 - b. What strengths did you bring? What are areas of improvement for you?
 - c. What consultation skills did you use to facilitate the process?
 - d. What did you learn about consultation as a result of the experience?
 - e. Additional comments/impression about the consultation experience.