**Phase 1: Formulating the problem, in the learning group with or without an external facilitator**

|  |  |
| --- | --- |
| Wonder, challenge or problem in relation to our work with empowerment/our life situation. |  |
| What must be better, different or new? |  |
| How do we understand the problem and the context (organizational, economic, social) where the problem takes place? |  |
| Can the problem be investigated and acted on? |  |
| What do we want knowledge about? |  |
| Who is going to be involved? User involvement |  |

**Phase 2: Action:**

|  |  |
| --- | --- |
| Describe the practical actions in sequences | 1.  2.  3.  4.  5.  6. |
| Describe timetable, concrete – when do we do what |  |
| Describe context (where is it going to take place) |  |
| Describe participants (i.e. end users) |  |
| What do we want to gain? |  |
| Carrying out the actions |  |

**Phase 3: Observations (of carrying out actions). We recommend that all participants make a logbook instead of observations:**

|  |  |
| --- | --- |
| Who is participating? |  |
| What is happening?  Concrete observations |  |
| How do participants react?  (special focus on users) |  |
| How is communication |  |
| What is the role of the actors |  |
| What context related issues are at stake (organisational, economic, social) |  |
| What do you think about what is happening?  Do you wonder about something?  Is something underlying going on?  What are the barriers?  What makes the successes? |  |

**Phase 4: Reflection.**

**In the learning group with or without an external facilitator**

|  |  |
| --- | --- |
| Which actions did we carry through? |  |
| What happened? |  |
| Which observations are made? |  |
| What was changed? |  |
| In relation to user group? |  |
| What did we learn? (see phase 5) |  |

**Phase 5: Learning:**

|  |  |
| --- | --- |
| What did we learn about own practice  What did we learn about our life? |  |
| What did we learn about practice in general  What did we learn about our living conditions? |  |
| What did we learn about the organization we are working in?  What did we learn about the services we use? |  |
| What did we learn about our colleagues in our own department, in other departments?  What did we learn about social workers? |  |
| What did we learn about(other) users and their living conditions? |  |
| What did we learn about society, local as a wider range? |  |
| Describe new action |  |