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

|  |  |
| --- | --- |
| Wonder, challenge or problem in relation to my work with empowerment/my life situation.  |  |
| What must be better, different or new?  |  |
| How do I understand the problem and the context (organizational, economic, social) where the problem takes place? |  |
| Can the problem be investigated and acted on? |  |
| What do I 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 I do what  |  |
| Describe context (where is it going to take place, under which circumstances) |  |
| Describe participants (i.e. end users)  |  |
| What do I want to gain? |  |
| Carrying out the individual actions |  |

**Phase 3: Observations (of the person carrying out actions):**

|  |  |
| --- | --- |
| Who is observing? |  |
| When to observe? |  |
| What to observe? |  |
| How to observe? |  |
| How to communicate observations to the person carrying out the action? |  |
| To whom are observations communicated? |  |
| When are observations communicated? |  |

**Observation template or logbook:**

|  |  |
| --- | --- |
| Who is participating? |  |
| What is happening?Concrete observations |  |
| How do participants react? |  |
| How is communication |  |
| What is the role of the actor |  |
| 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 you carry through? |  |
| What happened? |  |
| Which observations are made? |  |
| What was changed? |  |
| In relation to end user group? |  |
| What did you learn? (see phase 5) |  |

**Phase 5: Learning:**

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