

Guidelines for Case Teaching Exercise

Adapted from How to Teach a Case, Public Service Teaching Exchange

Designing Case Study Questions

Cases can be more or less “directed” by the kinds of questions asked—these kinds of questions can be appended to any case, or could be a handout for participants unfamiliar with case studies on how to approach one.

- *What is the situation—what do you actually know about it from reading the case?* (Distinguishes between fact and assumptions (critical understanding)
- *What issues are at stake?* (Opportunity for linking to theoretical readings)
- *What questions do you have—what information do you still need? Where/how could you find it?*
- *What problem(s) need to be solved?* (Opportunity to discuss communication versus conflict, gaps between assumptions, sides of the argument)
- *What are all the possible options? What are the pros/cons of each option?*
- *What are the underlying assumptions for [person X] in the case—where do you see them?*
- *What criteria should you use when choosing an option? What does that mean about **your** assumptions?*

Case Preparation:

1. Formulate discussion questions (3-5) and develop clusters of related questions
2. Consider where the questions lead
3. Outline the situation
4. List key facts and issues
5. Anticipate different perspectives and think through alternative analyses of the Problem

Teaching the Case:

- 1) Frame the Case by explaining your concept of the connection between their participation in the case discussion and their learning. Start with a few remarks that tie the case to the course and set an overall direction.
2. Draw your students into the discussion by asking questions that invite participation
3. Try to involve everyone in the discussion
4. Listen skillfully and respond by being both supportive and demanding
5. Keep comments focused on the current question, help students develop their ideas, and encourage their efforts and challenge their thinking
6. Pull strands of conversation together
7. Provide a conclusion recalling key ideas. It is often useful to ask "How does this case add to your understanding of ... "