



Introduction to Case-Method Learning



The 5-Step Method to Analyze Cases

Issues: Identify facts, issues, problems, and challenges present in the case. Discuss the obvious as well as the underlying or hidden issues.

Perspectives: Name all the people involved in the case. Then, try to imagine how each person would see the issues, problems, and challenges.

Knowledge: Review what you know about the situation in the case. What other information would help you better understand what is happening? How might the characters in the case benefit from additional information? How could the characters in the case get the information they need?

Actions: Based on what you know, describe actions the characters in the case could take to help improve the situation. What would you do if you were in their shoes?

Consequences: Predict what will probably happen if these actions are taken. Think about what will happen immediately as well as what will happen later (6 months, 1 year, 5 years later). Also, think about intended and unintended consequences (things you mean to happen, and things that might happen that might surprise you later).