

Mirrors on Mirrors

Session Instructions for the IAF conference 2003 –
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People – 4 people plus ‘audience’

Client, Professional, Person Mirror level 1, Person Mirror level 2

Client roles and Professional Roles

General Client Roles: Your job is to try to get what you want as much as possible, without being awkward but without being compliant.

General Professional Roles: Your job is to gain as much acceptance as possible in a professional way.

Choose, with your team members, who is the Client, who is the Professional in one of the following example role plays, or make up your own:

Patient – you have come to the hospital to have an appointment with Dr ... and took two hours to get there. You are about to be told the doctor has been unable to get through the list for one reason or another, and you will have to be booked into a future appointment. You are not happy, and would like to wait as long as it takes to still see the doctor.

Professional – you want to get the patient booked for another appointment, you cannot book the patient at a later time today. You will try to be professional but you do have other people waiting.

Potential car purchaser – You have booked to have a test drive in a Porsche. You find that the car has been lent out for the weekend and no others are available for a test drive.

Car salesperson – You want to keep open a sale possibility and have to find the best solution, which does not include being able to give the customer a test drive in a Porsche.

Gas customer – You are to be phoned about your gas bill which you have not paid and cannot afford to pay.

Gas supplier credit manager – You are phoning to get the customer to pay something off their gas bill.

Bookings clerk in a travel agents – you are a jokey sort, liking a bit of fun. You are about to be interviewed by the boss about your jokey behaviour which is to some offensive, but you cannot see this as anything other than a bit of fun. Stay with this view.

Manager – you have had complaints from team members about the racist and sexist jokes, none of good taste, and the general jokey style of a member of your team. You want to try to change the behaviour of this person who is otherwise good at his/her job.

Mirror Person level one

Your job is to help people reflect on what they are doing/saying.

Every 90 to 120 seconds stop the dialogue between the two people and for each in turn:

1. Ask how they think it is going.
2. Seek reflections on what they are doing/saying by asking either
 - a. for logical reasons (for a word/sentence they have used, tone of voice, attitude)
 - b. for a creative response: e.g. If, instead of who you are, you
 - you had just won a lot of money,
 - you are 13, 93 years old,
 - you are a doctor/MP/racing driver/tree/book/piece of chalk/virus
 - how would this change what you do/say?
3. Give some coaching advice about what they might do differently and do this in a discussion.

Mirror Person level two

Your job is to help Mirror person level 1 reflect on what they did/said.

At the end of the session ask Mirror Person level 1:

1. Ask how they think it went.
2. Seek reflections on what they are doing/saying by asking either
 - a. for logical reasons (for a word/sentence they have used, tone of voice, attitude)
 - b. for a creative response: e.g. If instead of who you are you – had just won a lot of money, you are 13, 93 years old, you are a doctor/MP/racing driver/tree/book/piece of chalk/virus – how would this change what you do/say?

Audience – Your job is to try to see what is happening through all the levels of reflection. Make notes and use these to discuss as a group at the end, what is useful, what has not worked, what could be done to help improve levels of reflection.

Reflection tools – rationale for the session

To do something better we ask people to think about what they are doing.

To do something differently we ask people to reflect on what they are doing.

To make significant change, to invent a new way of doing something, we ask people to reflect on how they are thinking about the way they are reflecting on what they are doing.

We can try to ask for reflection inviting logical responses (left brain activity, analytical, rational) or we can ask for a creative reflection using metaphor and analogy to look for right brain, holistic, intuitive reflections, or both.

Change can occur from a better understanding of the situation and opportunities/options using both creative and logical reflections.