

Something's wrong

by Mike Hogan

1. Big mistake?

Take turns with your partner to role-play the six scenarios below. In three of the scenarios, you will take on the role of the person who has made a mistake. In the others, you will need to point out the mistake to your partner. After each scenario, exchange feedback on how the message was delivered and received. Decide who goes first and pick a scenario!

Scenario 1

Your team needed a report for an important meeting. Your partner sent them the wrong report just minutes before the meeting.

Scenario 2

Your partner forgot to join an important project team meeting. You later learn that they were seen having a coffee with another colleague at the time of the meeting.

Scenario 3

Your partner accepted two meeting invitations for the same time. You were in the meeting that they didn't attend and are annoyed about it.

Scenario 4

Your partner criticizes you in a team meeting because they think you didn't send something they'd asked you for. In fact, you had already sent it to them, but they missed it.

Scenario 5

Your partner sent the wrong estimate to a client. It included data from another client.

Scenario 6

Your partner was late sending a piece of work to an important customer.

2. Detailed feedback

Use the questions below to help you formulate your feedback.

- ▶ How did you feel when your partner was correcting your mistake?
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- ▶ How well did your partner communicate your mistake to you?
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- ▶ Did they get to the point?
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- ▶ Did they focus on the future?
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- ▶ How did they encourage reflection?
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3. Honest self-reflection

Reflect on your own performance. What three things could you do to be even better at your job? Share and discuss your ideas with your partner.

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