

Supporting Each Other to Become More Resilient – Glass Dome

Having people to talk to, supporting one another and sharing your combined skills and experience to solve the challenges you face in your everyday work are all really important ways to build your personal resilience. Glass Dome is a great process which can really help this, by using a metaphorical 'glass dome'.

It works as follows:

1. The person who would like some help on a particular issue shares it with the rest of the group present in approximately five minutes.
2. Others ask clarifying questions to that person for another five minutes or so, to fully understand the issue with which the employee needs help.
3. The employee who wishes to solve the issue is placed in a 'glass dome' and sits back from the group so that the others can all discuss their thoughts on it with one another. People can make as many contributions as they would like. Everyone will be encouraged to voice their thoughts if they wish to. The group talk to one another about the issue as they see it rather than engaging the person who has raised the issue in direct conversation. (During this time, the person who has raised the issue listens and notes down anything of value but is **not** included in the conversation.)
4. When the debate starts to dry up (approx. 10 minutes), each person is asked to give their best piece of advice to the employee in question.
5. This person is then taken out of their 'glass dome' and asked what they think of the advice they have been given and whether any of it has been useful.
6. They will be asked what actions they are going to take as a result of the experience and what their personal learning has been.