Integrated Consulting Group

TOOL DESCRIPTION

Instant Reflection

Instant Reflection is a dialogue technique that can be used to facilitate meaningful and productive dialogues between individuals or groups.

The overall purpose of using the tool is to help individuals gain a deeper understanding of a subject. Clearly formulated guiding questions encourage conversation between people and ideally result in a fundamental sense of understanding regarding the discussed topic.

When applied in a change process, this often increases the chance of getting people “on board” or provides an opportunity to collect valuable feedback.

This tool provides an opportunity for structured reflection when new information is presented in all kinds of settings such as during a project kick-off, a town hall, a large group or team workshop or any other form of group event. It becomes especially valuable when the topic is highly likely to encourage participants to ask questions or take part more in-depth discussions (e.g., presentation of a new strategy or a transformation facing the organization).

Using this tool also helps introverted participants ask more questions and express their concerns and/or approval.

Duration	Participants	Facilitation
60–90 min	5–8 people per group	no special material needed

SOURCE: *ICG*

Instant Reflection | **Process**

Presenting the input 10–20 min	**Reflecting** 20–30 min	**Reporting** 15 min	**Sharing immediate answers** 15–30 min
Management or other people providing input are asked to share the main information in a 10-20 min presentation. Participants are invited to pay close attention and note relevant aspects of the input.	After the input has been presented, small groups of 5–8 people are formed. Participants are asked to discuss the presented input in the small groups with the help of 2–3 guiding questions. The specific questions depend on the topic and the purpose of the exchange (e.g., simply clarifying a topic, getting people on board, collecting input). Examples include: • What is clear? What is unclear? • Are there any questions? • What are the opportunities and what seems attractive? • What are concerns? • What do we need to pay special attention to? • What do we need or what can we contribute to implement the concept?	One person from the group gives feedback/raises questions to the management/ person providing input based on the questions. The moderator writes down the most important points for the respective question on post-it notes, as well as the questions posed by the groups. The questions are then grouped so questions regarding the same topic might be answered together.	The management/person providing input answers the questions and explains open points or refers to forthcoming communication on the topic. All questions that cannot be answered (due to time constraints or because no answers are available yet) are highlighted. It should be clearly outlined how these questions will be dealt with. This can be done, for example, in a second meeting or by preparing FAQs that are then shared.