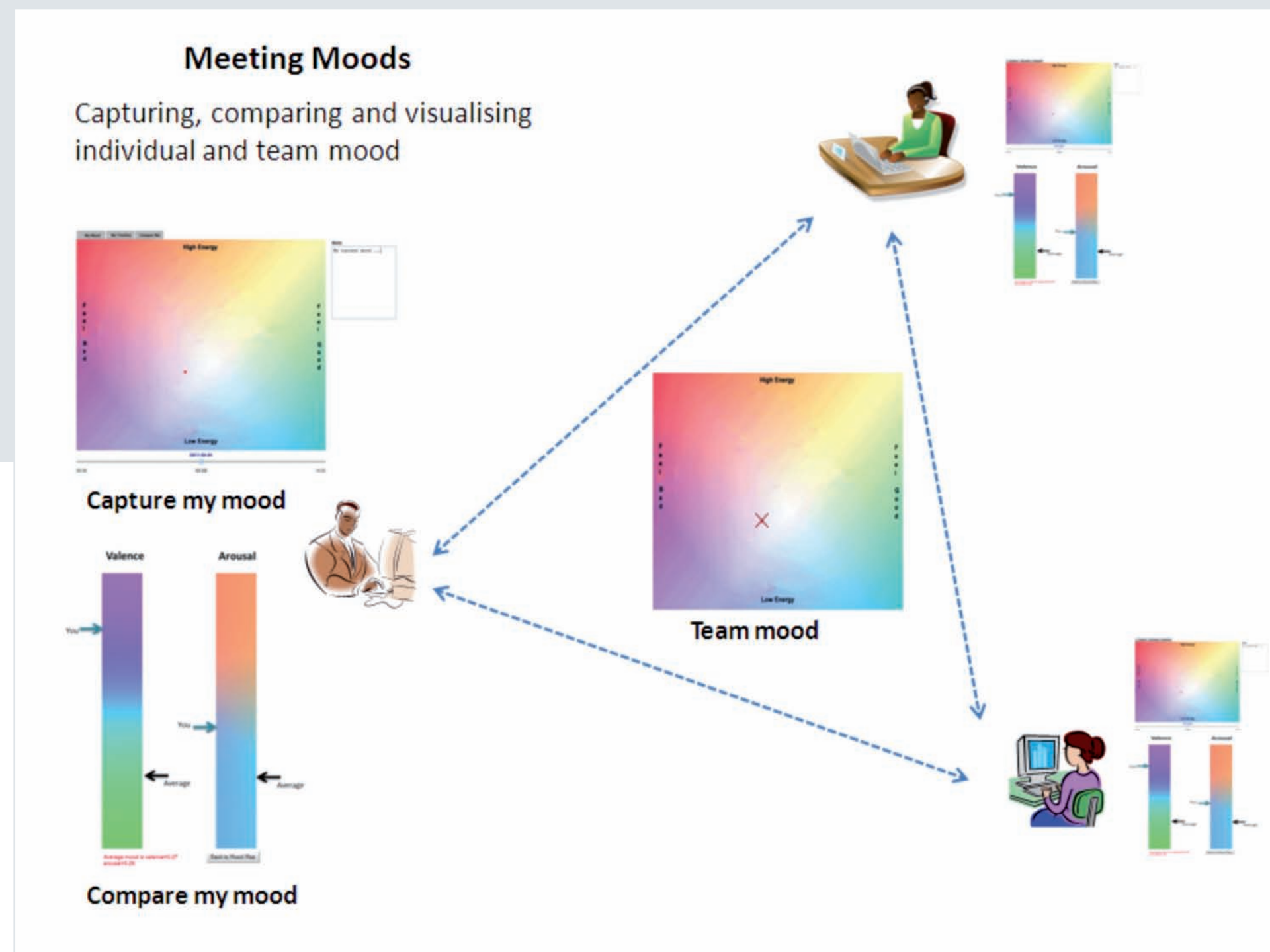


MIRYOR



BT is a large telecommunication company. In the Global Services division people are assigned to multi-disciplinary project teams (mostly contract/ customer oriented). People are also a member of a professional community with their peers. L&D is handled in the professional community.

Reflective Learning at Work!



Virtual team meeting

- The team meets weekly in a conference call. Although very effective we lack the non-verbal elements.
- Capturing Moods among the participants will enable us to enrich the experience for reflection.
- We reflect and learn from our own observation and from others.

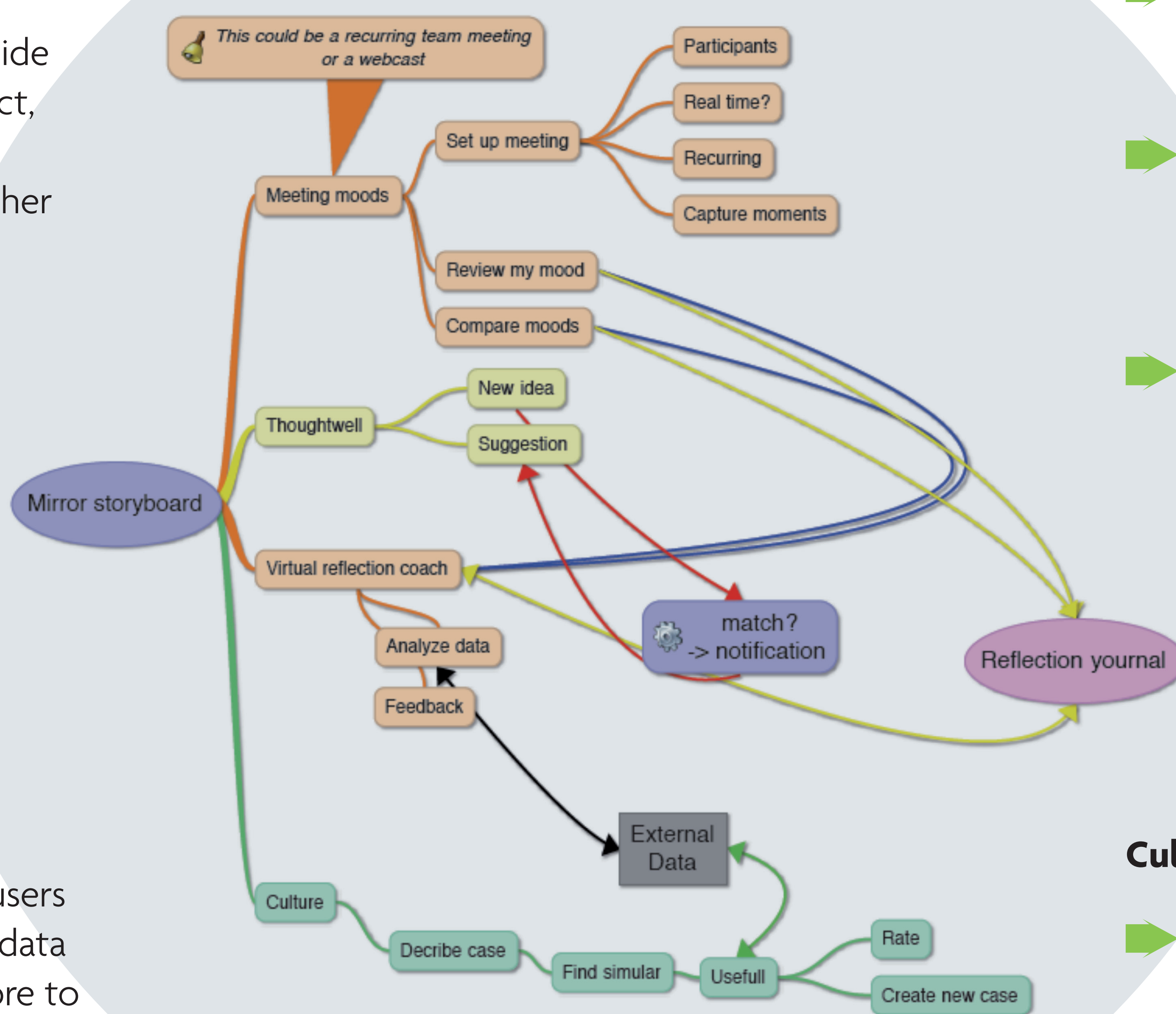
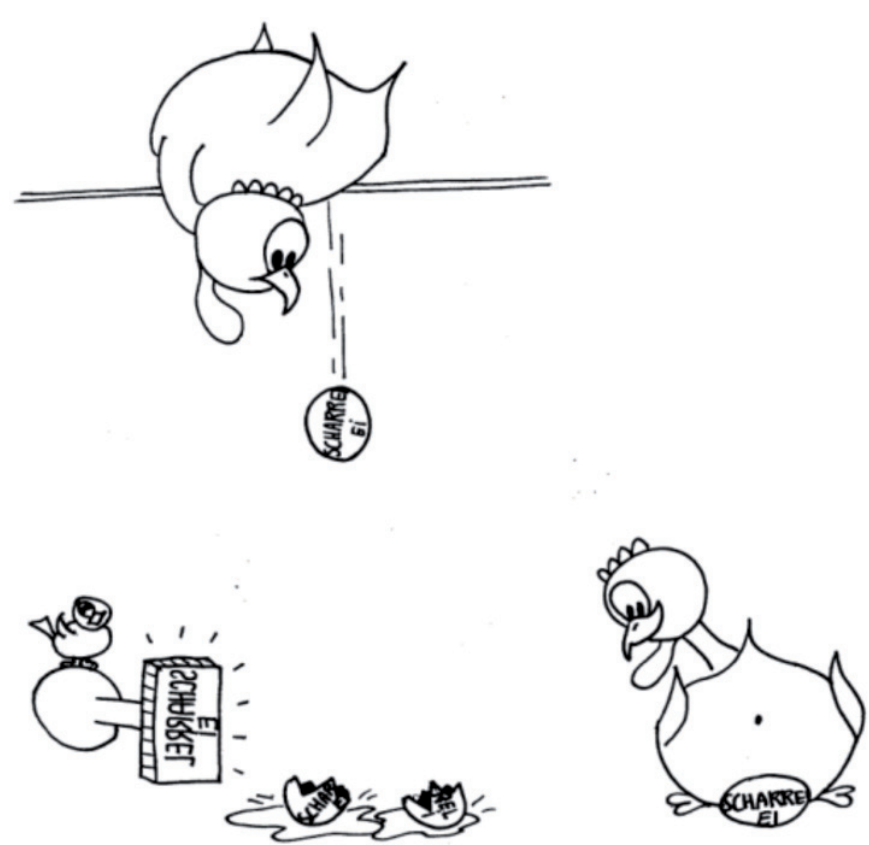


Webcast

- A webcast is conducted for a larger audience. This is used in BT for internal communications. One presenter use screen sharing and conference call to present to a large (>100) distance audience.
- All participants (and the presenter) can see the Mood map with direct feedback.
- The presenter (and the audience) can see the impact on the Moods of all participant live and respond to it.
- The presenter could decide to interact on the Mood (why is it bad).

Thoughtwell

- Many people have ideas but how can you connect to others who might have the solution?
- The thoughtwell will capture ideas and search for similar ideas or experience.
- By connecting to people outside our peer group we will connect, share and create and thus will enable us to reflect with another dimension.



Virtual reflection coach

- During performance reviews users have access to their analysed data from all MIRROR apps and more to reflect and improve.
- The reflection journal will capture this and the reflection coach will signal the user if something significant has happened.
- From these reflections the user will learn or implement it in the development plan.

Cultural differences

- In BT we work in a global environment. We are not always aware of the cultural differences and the impact.
- The Challenging Behaviour app will enable us to describe the challenge and present similar cases.
- This enables us to reflect on our own behaviour and how we respond to others behaviour.



MIRROR Project
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