



Martha Leishman

Drama at Work

Scenario 1 Managing People

Kevin: Iain Macrae
Miriam: Martha Leishman

Day One

Miriam is Kevin's manager. She comes in to Kevin's office to pick up a report, and is frustrated to find he hasn't finished it. As far as Miriam's concerned, at a meeting last week, the client said they wanted it finished by today. This is news to Kevin. As far as he is concerned, they had agreed he could leave work at 3pm to pick up his children. He offers to take the report home. Miriam is unhappy this is the third late report for this particular client. Kevin excuses himself and leaves.

Facilitation Questions:

What message is Miriam giving out? (Describe her body language, tone of voice, facial expression and eye contact).

What advice would you give to Miriam? How can she mend her relationship with Kevin? What should she say and do when she comes in the next day? How should she approach him?

Imagine Miriam has been 'coached' by the audience before her meeting the following day....

Day 2

Miriam comes in, takes a seat and begins by apologising to Kevin for her behaviour. She says there is a lot of pressure on her at the moment.

Facilitation Questions: What has changed? How has Miriam altered her behaviour? (Tone of voice, listening and questioning style). **What effect does her behaviour change have on Kevin?** (He is able to offer positive suggestions towards a solution). **What difference do these behavioural changes make to the outcome?** (Kevin will receive the support he needs to be able to leave at three and the report will be delivered on time to the client).