

*Objective:* To hear the negative and positive messages that someone is thinking but not saying.

**TIME REQUIRED** About a half day

**RISK LEVEL** High

**PARTICIPANTS NEEDED** Any number of participants, plus a facilitator

**PROCEDURE** Please take the following steps:

1. Organize the students into four-person multicultural groups. Each person in the group is assigned a role as interviewer, client, angel, or devil.
2. Instruct the person in the interviewer role to begin talking to the person in the client role. Have the interviewer continue for about 5 to 8 minutes while the angel and the devil provide continuous and immediate feedback.
3. At the end of the interview, ask the four participants to discuss what they learned.
4. After a 5- to 10-minute discussion, set up another interview, with each of the four members taking a different role.
5. Continue with interviews and debriefing until members have experienced all four roles.
6. At the end of the experience, organize a large group discussion.

**DEBRIEFING** Because the person providing negative feedback as a devil is deliberately destructive, a skilled leader will need to monitor the effect of that negative feedback on the group so that the participants feel safe enough to take some risks. In debriefing the leader needs to emphasize that this devil and angel are not real people, but rather parts of the member's imagination, so the members role-playing the devil and angel should not be held responsible for deliberately exaggerating what they think the other individual members might be thinking but not saying. Some discussion questions are as follows:

1. Were the devil and the angel on target in what they said?
2. Was it easier to be a devil than an angel? Why?
3. Was it frustrating having the devil and angel talk during the interview?
4. Was the interviewer able to use feedback from the devil and angel in the interview?
5. Can you learn to imagine a client's positive and negative internal dialogue?

INSIGHT

Thought in every culture includes a conversation between devils and angels.