

The MIRROR Method Introduction Video Transcript

Does workplace drama and dysfunction keep you up at night, wondering what's going on and what to do next? I'm Marli Rusen, a legally trained conflict resolution practitioner for over 30 years. I have used my education in law and psychology and my years of experience with teams to develop The MIRROR Method, a straightforward six-step decision-making process to assist leaders in resolving workplace conflict and addressing team dysfunction. I have seen The MIRROR Method reduce sleepless nights by providing leaders with clarity and helping leaders build a culture of mutual trust and respect.

Early in my career, I practiced as an employment, labor and human rights lawyer — learning about and navigating complex disputes from all perspectives. During this time, I saw how the polarizing adversarial process and the undue delay in resolving disputes led to burnout, breakdowns, and costly legal battles.

What's worse is that much of this harm could have been avoided, not by ignoring the conflict, but by equipping organizations with the tools and support to resolve concerns early, effectively and defensibly.

The MIRROR Method is one such tool — a practical, defensible framework used by thousands of teams to address dysfunction before it escalates.

It gives individuals at every level — from front-line staff to senior leaders — the tools to reflect on their behavior, understand others, and move forward with clarity and respect.

It doesn't just resolve one issue — over time, and used consistently, it creates a culture of mutual accountability, trust, and respectful communication.

When leaders apply it consistently, they gain clarity and confidence. They stop putting out fires and begin preventing them.

Leading teams can be isolating and stressful, particularly in the face of unresolved and polarizing conflict and dysfunction. No one is expected to do this alone or have all the answers. Everyone needs a place to start.

Join the thousands of leaders and teams who have actively embraced The MIRROR Method with success. Read my blog to get a sense of who I am and what I believe in. Peruse my published books on The MIRROR Method as well as my latest Guide, "Walking on Eggshells?", which explores effective conflict resolution. And at any time, please reach out with any questions you may have. Leading a healthy team isn't easy. It takes consistent practice and effort. I'd be happy to explore ways in which to support you in building a respectful, safe and productive workplace for all.

[Learn more about Marli and The MIRROR Method](#)

[Order your copy of my new guide Walking On Eggshells?](#)

