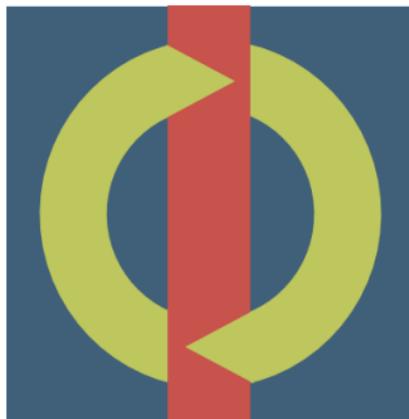




Leadership Tool: Flip It!

Turn frustration into inspired action.

Focus is a choice and what we focus on grows!



Description: Each day is filled with opportunities, challenges, decisions, and interactions. How we choose to focus on them directly impacts the results we get. When the situation or conversation is undesirable and we are not achieving what we need or not getting where we want to go, often we choose to focus our time, energy and resources on criticizing, condemning and complaining which literally gets us nothing and nowhere. Or we can choose to *Flip it!* and be proactive, create generative conversations, focus forward and find solutions.

Flip It! *Turn concerns into solutions*



Application: Shift the conversation from complaints and criticism to inspired action and solutions, accelerating the ability to move forward towards what is needed.

1. Name and clarify the problem, decision or challenge.
2. Express the concerns, challenges, complaints, feelings and assumptions, validate the reality of the situation, and listen for the unmet need wanting to be solved.
3. Flip It! Clarify what is needed and wanted instead of the challenges, problems, concerns and issues.
4. Identify solutions, focus forward on what's possible.
5. Express why it's important to shift and declare the difference the solutions can make when implemented.
6. Identify requests and next steps.

Tips: It's simple yet not easy.

- We all have the ability to shift our focus as well as influence the focus of others.
- What we resist persists so believe there is a way toward a solution that fulfills the need or overcomes the challenge.
- Shift the conversation from criticizing, condemning and complaining to acknowledgment, appreciation, validation, possibility and solution focused.
- Always ask what it will take to shift the focus. Flip It!