



Leadership Tool: Flip It Forward

Turn frustration into inspired action.

Focus is a choice. What we focus on expands!



Description: Each day is filled with opportunities, challenges, decisions, and interactions. How we choose to focus on them directly impacts the results we get. We often spend our time, energy, and resources on criticizing, condemning, and complaining, which literally gets us nothing and nowhere. Or, we can choose to *Flip it Forward!* and be proactive, create generative conversations, focus forward, and find solutions.

Flip It Forward!

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. Validate the reality of the situation and express the concerns, challenges, complaints, feelings, and assumptions. Listen for the unmet need wanting to be solved.
3. Flip It Forward! Clarify what is needed and wanted instead of the challenges, problems, concerns and issues. Ask, “In order to move forward, what’s important for us to focus on and why?”
4. Ask, “what will it take to flip our focus forward:” Collect ideas for how to move forward, identify solutions and focus forward on what’s possible.
5. Identify requests, assign next steps, and determine how to measure progress.

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. Focus on what you want more of in this situation.
- Shift the conversation from criticizing, condemning, complaining and blaming to a solution focus of acknowledgment, appreciation, validation, and possibility.