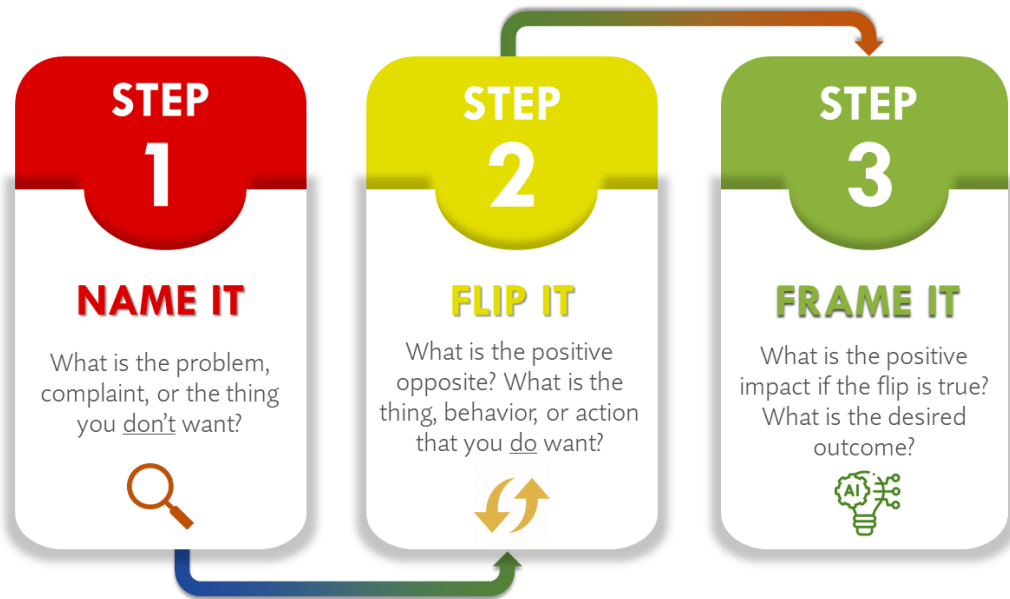


POSITIVE FRAMING: FLIPPING EXERCISE

Flipping helps create positive frames for inquiry for any problem, issue, or challenge. This simple, three-step approach to move from a negative, deficit-based frame to a positive frame – allowing you to work towards solutions by engaging in meaningful and generative conversations.



EXAMPLES OF FLIPPING

NAME IT	FLIP IT	FRAME IT
<i>What is the problem, complaint, or the thing you don't want?</i>	<i>What is the thing, behavior, or action that you do want? What is the ideal?</i>	<i>What is the positive impact or outcome if the flip is true?</i>
Employee Turnover →	Employee retention →	Magnetic work environment
Low Test Scores →	High test scores →	Good study habits
Disconnect teams →	Productive Collaboration →	Teamwork across departments

PRACTICE FLIPPING

Use the empty space below to practice flipping. Begin by naming the problem, flipping it, and then framing it.

NAME IT	FLIP IT	FRAME IT
<i>What is the problem, complaint, or the thing you don't want?</i>	<i>What is the thing, behavior, or action that you do want? What is the ideal?</i>	<i>What is the positive impact or outcome if the flip is true?</i>
→	→	

The Flipping technique is from Dr. Cheri Torres and Dr. Jackie Stavros' book, *Conversations Worth Having: Using Appreciative Inquiry to Fuel Productive and Meaningful Engagement*. The Center for Appreciative Inquiry has written permission to share their reframing tool.

Source: Stavros, Jacqueline M., and Cheri B. Torres. *Conversations Worth Having: Using Appreciative Inquiry to Fuel Productive and Meaningful Engagement*. Berrett-Koehler Publishers, 2022.