

Name it, Flip it, Frame it



Name it

Clearly state what happened, what was challenging, and any undesired results.



Flip it

Turn the issue into a positive opposite. State what you want to happen and the ideal results.



Frame it

How can the organization respond to this event/task to achieve the ideal result? What positive impact with this ideal result have?

Name it

Provide a summary of what happened with as much detail as possible.
Apply your urgency criteria: Does this event/task meet the criteria for real urgency?

Flip it

What would you like to happen in this situation?
What is the ideal result?

Frame it

How can the organization respond to this event/task to achieve the ideal result?
What could we do differently next time to achieve the ideal results in this situation?
Consider:

- ★ What strengths could we use?
 - ★ What actions could we take?
 - ★ What systems need to added/changed?
 - ★ What resources are needed?
 - ★ What communication additions/changes could we make?
 - ★ Is there anything else we can do to achieve the ideal result next time?
- What impact would this new way of doing things, and the ideal result have on our organization?