

WHAT IS FLIP ALL ABOUT?

It is a really useful tool, to help people look at situations in a different light and be 'solution focused' in their thinking. FLIP can be used as a trigger word in chats, to help people break out of their 'thinking rut'.



FLIPit - A solutions focused tool

A little bit of science...

So, what does 'solution focused' mean?

Simply put, it's about helping people focus on the solution, rather than dwelling on an issue or the cause of a problem. For example – rather than saying; "What's the problem?" or "what I don't like" or "can't do". Solution focused could be; "How would you like this to work out?" or "What I do like" or "what I can do"

What does FLIP stand for?

F is for 'focus'. Often, when we don't feel great about something, that can cloud our view. When a situation happens, we tend to focus on how it feels and what went wrong, rather than how it could feel and what can be done. Reframing, through focusing on the possibilities, is a powerful tool; helping people get what they want from a situation. You can talk to people and help them focus on how to put things right and what they want to get out of a situation, rather than what went wrong. We know that simply by helping people understand where their focus needs to be can encourage them to think and behave in ways that is more positive.

L is for 'language'. Language decides how we take in information and contextualise a situation. The use of positive or negative language can change the way people feel about things. Using language in a wise way determines how people react to situations and move forward from them.

I is for 'imagination'. Our imagination can change the way we think about a situation. We can be creative and problem-solve, or negatively focus on the issues. Our ability to be able to generate ideas in work and life is essential for success, improving innovation, solution focused thinking and happiness.

P is for 'pattern breaking'. We all form patterns, in the way we think and view the world. These manifest themselves in our behaviours. Recognising what you are doing to sustain a behaviour, through the way you think or the language you use, is an important step to forming new, more positive behaviours.

As we absorb information from our environment, we create our own perception of that information. We connect an emotional feeling to our created perception (e.g. happy, sad, disappointed, confident, etc). These feelings affect the way we speak, communicate and act, which in turn influences others' reactions towards us.

Our perceptions can be distorted by previous experiences. We interpret situations negatively or positively, depending on factors such as: other people's involvement, personal history and environment. FLIP allows us to influence how people perceive a problem they're facing. By using FLIP, we can help them move away from the negative emotions, that may be stopping them from thinking about an issue constructively.

Practical application

Points to remember...

FLIP is about asking the right questions;

F – FOCUS

This is about helping someone to look forward. Some useful questions here are:

- Tell me about how your feeling now and how you want to feel?
- What are your next steps?
- What would make you think differently about X?
- Who do you know who can help?
- How will you feel when this is over?
- What are the things that help you feel in control?
- When you feel calm what is it your doing?
- How can you make time for more of those things?

L – LANGUAGE

You can help people think about their own language, and become more optimistic, by:

- Recognising when people use phrases such as: always, never and not fair.
- Positively, offering an alternative view:
- *“I understand you might feel like that now, though I remember when (add positive) So that’s not always is it?”*
- *“Can you remember.... (add positive)”*
- Pointing out the language being used and questioning if this is helpful or not. Remember, the key is not to put words in their mouth, but to facilitate their thinking and model positive language in a kind way.
- Reflecting on your own language. Using words such as ‘messed up’ or ‘blunder’ can be less catastrophic and open up possibilities about how to get it right.

I – IMAGINATION

You can help people imagine a more positive outcome, or think through potential challenges, by asking open questions. Giving people the tools to do this themselves increases resilience. Questions like;

- What might it look like when you can do X? Be specific about exploring the possibilities, who is doing what, how are they behaving?
- How will it feel when these things happen, and the situation is different?
- What would X do in this situation? (thinking of one’s own role model and adopting that mindset and behaviour can help people feel better).

P – PATTERN BREAKING

This is the action-based part of a big or little chat. Here, we invite the person to think about the habits, behaviours and/or language patterns, that they now recognise, which are sustaining or blocking a situation from moving forward. What are they going to change or evolve? Which positive patterns will they work on?

Using scales can be helpful.

For example, ask, ‘On a scale of 1 -10, where are you now?’ If they say 5, ask them what they are going to do differently to get to 7. This will feel manageable. You could use a scale for a regular check-in and to show positive shift. Looking back at how far you’ve come can help you move forward more.

- FLIP it thinking is about looking towards a more positive future focused outcome.
- FLIP is a toolkit. You don’t have to use it in the order of FLIP; the person doesn’t even need to understand the concept.
- If you have time, educate people about FLIP. This will enable them to use the strategies themselves, and become more resilient.
- Keep it human, smile, add humour and remember everyone is different.