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Colorado Municipal League

The Flip
 Bring Positive Governing into Your Interaction with
 Constituents

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What We'll Cover


- The problem with problem solving
- *The Flip* – How to focus on what people want
- Framing questions that enhance constituent interactions
- Putting the Flip to work in your community

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The Problem with Problem-Solving


- What happens when you focus on a problem during a meeting?
- What are the unintended consequences?




Thought
 Action
 Behavior

Downward Spiral

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From Problems to Opportunities




Outcomes / Results


The Problem or Opportunity

Root Causes

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Root Causes of Turnover




Root causes:

- Low compensation
- Bad leadership
- Lack of recognition
- Long hours
- Insufficient training


Outcomes we might achieve:

- Increased productivity
- Satisfied employees
- Reduced training costs
- Higher pay

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Magnetic Work Environment




Root causes:

- Humor and fun
- Creativity
- Effective training
- Connected workforce
- High engagement
- Meaningful rewards
- Use of skills
- Connection to mission
- Pride
- Appropriate recognition

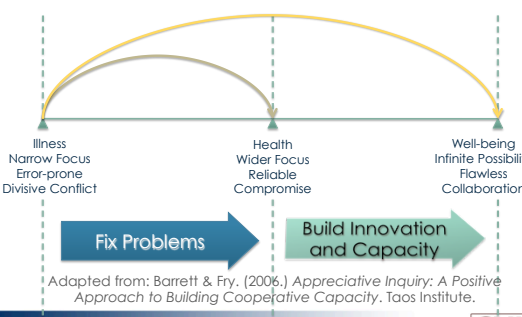
Outcomes we might achieve:

- Increased productivity
- Reduced training costs
- Good PR
- Enhanced recruitment
- Satisfied employees
- Risk Taking
- Innovation

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Fixing Problems vs. Building Capacity



Illness
Narrow Focus
Error-prone
Divisive Conflict


Health
Wider Focus
Reliable
Compromise

Well-being
Infinite Possibility
Flawless
Collaboration

Fix Problems → **Build Innovation and Capacity**

Adapted from: Barrett & Fry, (2006.) *Appreciative Inquiry: A Positive Approach to Building Cooperative Capacity*. Taos Institute.

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Problems We Might Flip

- Service Silos
- Budget Shortfall
- Conflict


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Activity: Practice the Flip

1. Record the problem/challenge you've been assigned
2. Name its positive opposite – something you “do want”. [+]
3. Go from good to great. What would make this positive opposite *even more* valuable ... *even more* desirable? [+++]
4. If there were one question that would help us form a clear picture of what we really want moving forward, what would it be? [???
5. Write the problem (#1) and your question (#4) on slickies and post on the “Flip Chart”


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The Power of Positive Questions

- What is the difference when we focus on what we want, instead of what we don't want?
- How can *The Flip* be used in your work?

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The Questions We Ask Influence



What people remember and think about.

How they feel emotionally and physically.

What people talk about to each other. The stories they tell.

The Inner Dialogue of our organizations

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Stay in Touch!

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