

Reframing – turn the “iceberg” upside down

In the common situation in which you feel attacked by a worldview (mental model) that is not your own. STOP – breathe..... and first practice “moments of awareness”, that is:

1. Moments of Awareness
 - What am I feeling?
 - What do I want?
 - What must I do to get what I want?
2. “Begin” by “not arguing”.... that is “build a bridge”.... find something to agree with to de-escalate the tension! Build trust.
3. Next, suggest a way the current system is not working, pointing out how it might be improved. Get the listeners attention. Establish your own credibility.
4. Then offer a realistic alternative vision (mental model) that reframes the question or statement that produced the feeling of being attacked. Establish your own frame@

We use the iceberg!

