



Improving understanding  
**Reframing**



# Reframing

Reframing changes the way we feel about a problem. It acknowledges the upset, so that can start to subside, puts a bigger frame round the problem so we see a bigger picture, and gets us focussed on the future rather than the past..

## Reframing goes like this:

- Don't start talking about the problem, make a connection with another human being. Take as long as you need to get a normal rhythm of conversation going - maybe talk about something that is going well to break the ice.
- When it feels ok to move on to the things that need changing, tackle each one as a reframe. This moves the conversation from 'we are here' to 'what shall we do next'.

A typical reframe has two parts. The first acknowledges the emotional consequences of the current situation and the second invites people to look outwards and forwards - away from their own picture of the problem and onto something more manageable.

So, if someone is unhappy about a new rota system you might say 'I know, it's frustrating that we don't have a full-time weekend crew'. This acknowledges the thing they are feeling, which is often the first step in calming people down. then you want to direct their attention to the ways in which the situation might become better - perhaps you might say 'and it will all work so much more smoothly when we're able to appoint the new team', or whatever.

Note the second half of the reframe began with 'and' rather than 'but' , as 'but' is often taken as a sign that you are disagreeing with someone.

That whole reframe again: 'I know, it's frustrating that we don't have a full-time weekend crew, and it will all work so much more smoothly when we're able to appoint the new team'.

Take care to use no-blame language in the process and it will help oil the wheels of many otherwise difficult situations. Rehearse reframing carefully with real problems before you use it with the team.



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THANK YOU FOR READING