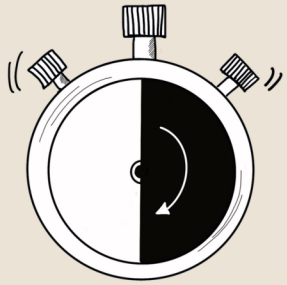
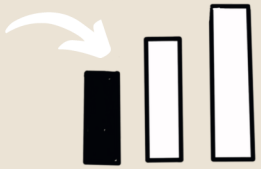
Perspective Change

Time:



30 minutes

Complexity:



1

Number of participants:

4–10 people

Idea:

The “Perspective Change” method helps in viewing a problem or situation from different angles. This leads to a more comprehensive understanding and the development of (new) solutions. By putting oneself in someone else’s shoes, prejudices can be reduced and empathy can be encouraged.

Goal:

- Promote empathy and understanding through respectful and constructive dialogue
- Develop a deeper understanding of others’ perspectives and emotions
- Improve problem-solving skills

Material:

- Whiteboard or flipchart
- Markers
- Notebook
- Pen

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Perspective Change

How to Apply the Method:

Step 1: **Preparation – Define the Problem and Assign Roles**
Start with a clear description of the problem or situation to be analyzed.
Decide which perspectives or roles should be adopted, e.g., customer, colleague, supervisor.

Step 2: **Take on Perspectives**
Assign different roles to the participants or let them choose roles themselves.
Ask participants to put themselves into their respective roles and view the situation from that point of view.

Step 3: **Ask Questions**
Ask questions such as “How would this person see the problem?” or “What solutions would this person suggest?”
Write the answers and thoughts on the whiteboard or flipchart.

Step 4: **Discuss and Reflect**
Discuss the different perspectives as a group.
Reflect together on the insights gained and possible solutions.

Step 5: **Develop Solutions**
Work together to develop concrete solution proposals that take the various perspectives into account.

Step 6: **Document**
Write down the results and the proposed action steps.

Tip:

Use role cards or diagrams to better illustrate the perspectives.

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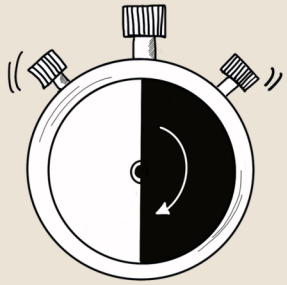
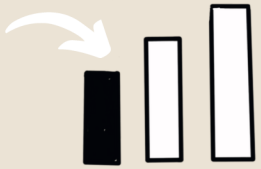
5-Why Method

Time:



30 minutes

Complexity:



1

Number of participants:

3–7 people

Idea:

The “5-Why Method” is a simple but effective technique for analyzing the root causes of problems. The question “Why?” is asked repeatedly until the underlying cause of the issue is identified. This method leads to a deeper understanding of problems and helps to find lasting solutions.

Goal:

- Root cause analysis: identify deeper causes instead of just surface symptoms
- Improve problem-solving skills
- Encourage detailed analysis and reflection on the origin of problems

Material:

- Whiteboard or flipchart
- Markers

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5-Why Method

How to Apply the Method:

Step 1: **Preparation – Define the Problem**
Start with a clear and precise description of the problem or event to be analyzed.

Step 2: **First "Why?"**
Ask: "Why did this problem occur?"
Write the answer on the whiteboard or flipchart.

Step 3: **Four More "Why?"s**
For each answer given, ask again: "Why?" and write the response.
Repeat this step until five "Whys" have been answered or the root cause is identified.

Step 4: **Summarize Results**
Discuss the identified causes as a group and consider which actions can be taken to address the root cause.

Step 5: **Develop Solutions**
Create concrete solution proposals and action steps to eliminate the root cause.

Step 6: **Document**
Write down the results and the suggested actions.

Tip:

- It doesn't always have to be exactly five "Whys." Adapt the method to fit the complexity of the problem.
- Use diagrams or flowcharts if helpful to better visualize causes and solutions.

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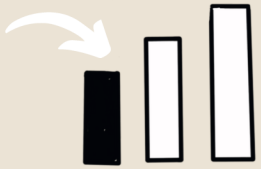
Paraphrasing and Summarizing

Time:

30 minutes

Complexity:



1

Number of participants:

from 1 person

Idea:

The method “Paraphrasing and Summarizing” involves restating what a conversation partner has said in your own words and summarizing the main points. This ensures that the message has been correctly understood and helps to prevent misunderstandings.

Goal:

- Promote active listening and show attention and engagement in the conversation
- Improve communication
- Create clarity and avoid misunderstandings

Material:

- Notebook
- Pen

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Paraphrasing and Summarizing

How to Apply the Method:

Step 1: **Preparation – Pay Attention**
Listen actively and attentively without interrupting the speaker.

Step 2: **Paraphrase**
Repeat what your conversation partner has said using your own words.
Begin with phrases such as "So, you mean…" or "If I understand you correctly, you're saying…"

Step 3: **Confirm Understanding**
Ask whether your paraphrase is correct: "Did I understand that correctly?"

Step 4: **Summarize**
Summarize the main points in one to two sentences.
Use phrases like "So, to summarize, you're saying…" or "The main points are…"

Step 5: **Ask for Feedback**
Ask your conversation partner if anything important is missing and whether the summary is accurate.

Tip:

- **Listen actively:** Show you are listening by nodding or giving short verbal acknowledgments.
- **Be patient:** Let your conversation partner finish speaking before you paraphrase or summarize.
- **Use clear and concise language:** Try to paraphrase and summarize as clearly and precisely as possible.
- **Take notes:** If necessary, jot down brief notes to help stay focused.

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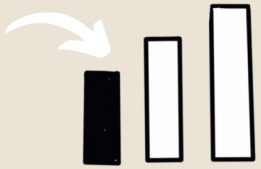
Reframing

Time:

30 minutes

Complexity:



1

Number of participants:

3–10 people

Idea:

The “Reframing” method supports viewing a situation, problem, or belief from a new perspective. To do this, the frame in which the problem is perceived is changed. This helps transform negative thoughts and emotions into positive or neutral ones. It leads to creative and constructive solutions and improves self-awareness.

Goal:

- Change perception by replacing negative or limiting thought patterns with positive or helpful thoughts
- Encourage creative problem-solving and inspire new ways of thinking and perspectives
- Reflect on and, if necessary, adjust one’s own beliefs and attitudes

Material:

- Whiteboard or flipchart
- Markers
- Notebook
- Pen

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Reframing

How to Apply the Method:

Step 1: **Preparation – Define the Problem or Situation**
Start with a clear description of the problem or situation that is to be analyzed.

Step 2: **Identify the Current Frame**
Ask participants to describe the current frame or perspective through which they view the problem.
Write down these descriptions on the whiteboard or flipchart.

Step 3: **Ask Reframing Questions**
Ask questions like “How else could this situation be seen?” or “What would be a more positive interpretation?”
Encourage participants to develop several alternative frames.

Step 4: **Evaluate New Frames**
Discuss the different new frames as a group.
Reflect together on the impact of these new perspectives on perception and possible solutions.

Step 5: **Develop Solutions**
Together, develop concrete solution ideas based on the new frames.

Step 6: **Document**
Write down the results and the proposed actions.

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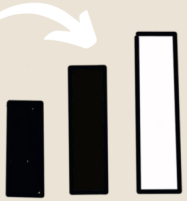
Fishbowl Discussion

Time:

30—60 minutes

Complexity:



2

Number of participants:

10—20 people

Idea:

The "Fishbowl Discussion" is a dynamic method in which a small group of people sits in an inner circle (the “fishbowl”) to discuss a topic, while the rest of the participants sit in an outer circle, listening and later reflecting on what they heard. This method encourages deep exchange by allowing various perspectives to be heard and considered.

Goal:

- Promote active listening and deeper understanding
- Increase participation
- Encourage broader engagement by giving everyone a chance to join the discussion

Material:

- Chairs
- Flipchart or whiteboard (optional)
- Notebook
- Pen

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Fishbowl Discussion

How to Apply the Method:

Step 1: **Preparation – Create Awareness**
- Define the topic: Choose the topic or question for discussion.
- Arrange the chairs: Set up chairs in an inner circle for the active discussants and an outer circle for the listeners.

Step 2: **Start the Discussion**
- Select 4–6 people to sit in the inner circle and begin the discussion.
- The remaining participants sit in the outer circle and listen.

Step 3: **Allow Transitions**
- Explain that participants may join the inner circle by signaling to someone currently in the discussion that they would like to take their place.
- The current participant then leaves the inner circle when someone new joins.

Step 4: **Moderation**
- One person may moderate the discussion to ensure the focus remains on the topic and everyone has a chance to speak.

Step 5: **Summary**
- At the end, the moderator summarizes the main points and insights from the discussion.

Tip:

- **Flexibility:** Be flexible and adapt the size of the inner circle to fit the group size and topic.
- **Clear Rules:** Ensure all participants understand the rules for transitioning between the inner and outer circles.

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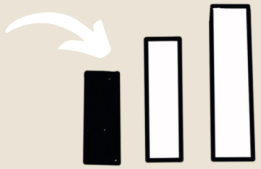
Thought Stopping

Time:

20 minutes

Complexity:



1

Number of participants:

1–10 people

Idea:

The “Thought Stopping” method is a cognitive technique used to interrupt disruptive or distressing thoughts and replace them with constructive ones. By recognizing and interrupting negative thought patterns, the method promotes positive and clear communication.

Goal:

- Improve personal well-being by interrupting negative thought patterns and enhancing self-awareness
- Encourage reflection and communication
- Identify and break negative thought cycles
- Focus on constructive thinking

Material:

- Timer or stopwatch
- Notebook
- Pen

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Thought Stopping

How to Apply the Method:

Step 1: **Observe Thoughts**
Ask participants to sit down and close their eyes.
Ask them to observe their thoughts for a few minutes and notice when negative thoughts arise.

Step 2: **Introduce Thought Stopping**
When a negative thought appears, participants say “Stop!” out loud or use a visual signal.

Step 3: **Develop Alternative Thoughts**
After stopping the thought, participants reflect on why the thought is negative and how it can be replaced with a more positive or neutral one.
They then write down the negative thought and the new, positive alternative in their notebook.

Step 4: **Repeat the Exercise**
Repeat this exercise several times until participants become comfortable with the process.

Optional Group Discussion:
Participants can share their experiences in a group setting and discuss how they applied the method and what positive changes they noticed.

Tip:

- The method should be practiced regularly to be effective.
- It can be adapted as needed — for example, by incorporating breathing exercises for relaxation.

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