

# INVERSION DIAGRAM

The Inversion Diagram is designed to help groups brainstorm to find solutions to a problem by identifying actions that will aggravate the problem further or instigate additional problems.

## How the Inversion Diagram Works

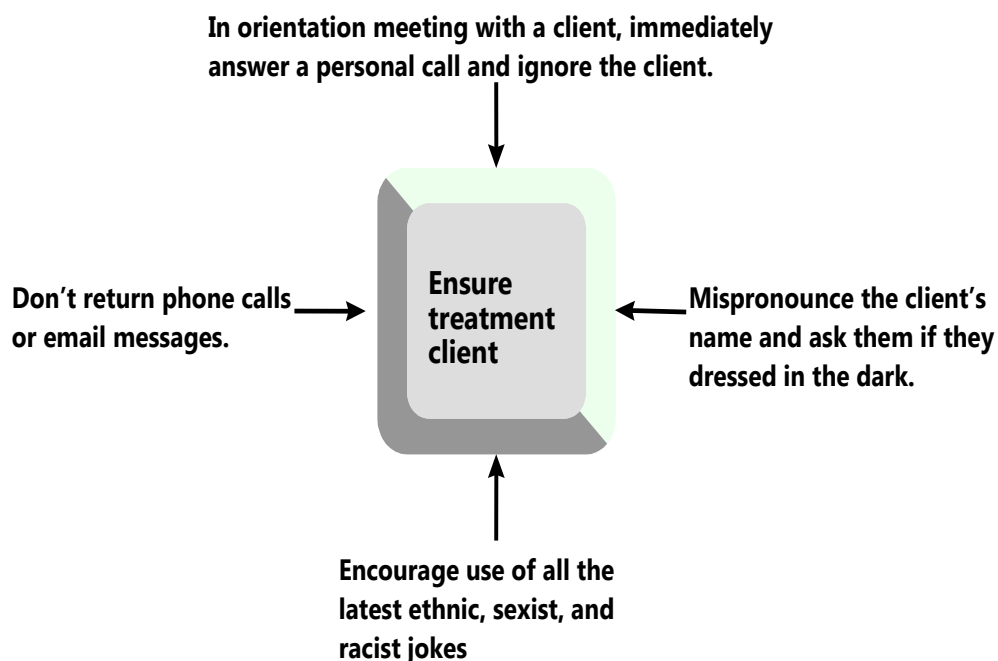
- Step 1** Clarify a problem you wish to solve.
- Step 2** Invert this problem in the most extreme way that comes to mind.
- Step 3** Brainstorm actions that will guarantee the occurrence of this inverted problem. Encourage as much creativity and thinking "outside the box" as possible. Write the actions using the Inversion Diagram format (*shown below*).
- Step 4** Determine what must be done to prevent each action. Compile these actions in an action plan.

## Example

**Problem:** Clients are complaining about rude treatment

**Problem Inverted:** Ensure rude treatment of clients

## Diagram:



**Action Plan**

- In orientation training emphasize that our clients are our most important asset and must be treated like gold.
- Ensure consultants have the ability to pick up messages at any time and provide the most prompt response.
- Include diversity education and valuing as part of every trainee's orientation.
- Design new performance measures that reinforce not only money and volume but relationships.