



Introduction to Appreciative Inquiry

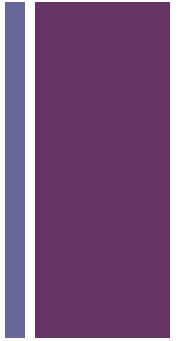
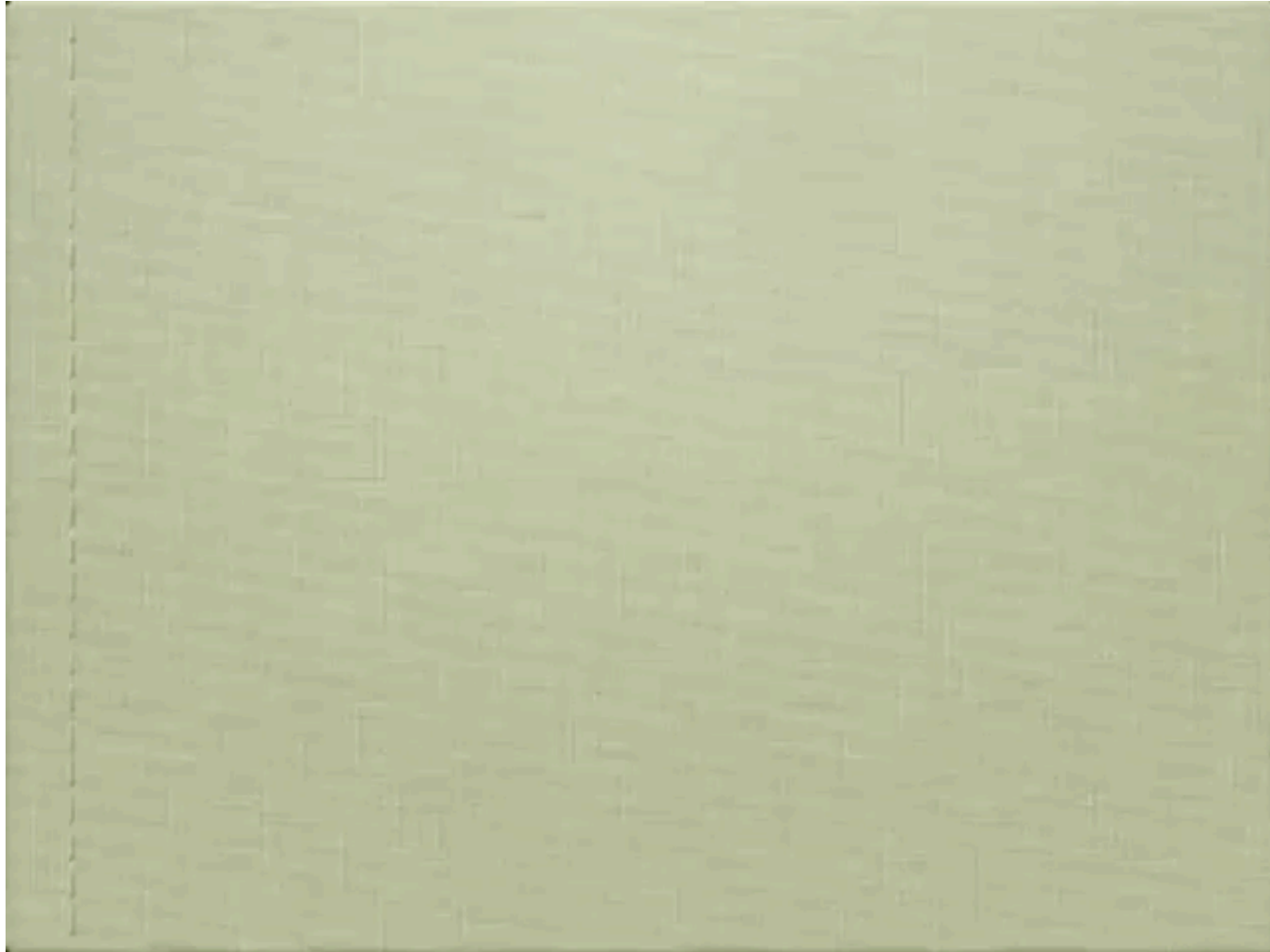
Sarah Lewis
Appreciating Change

+ Today

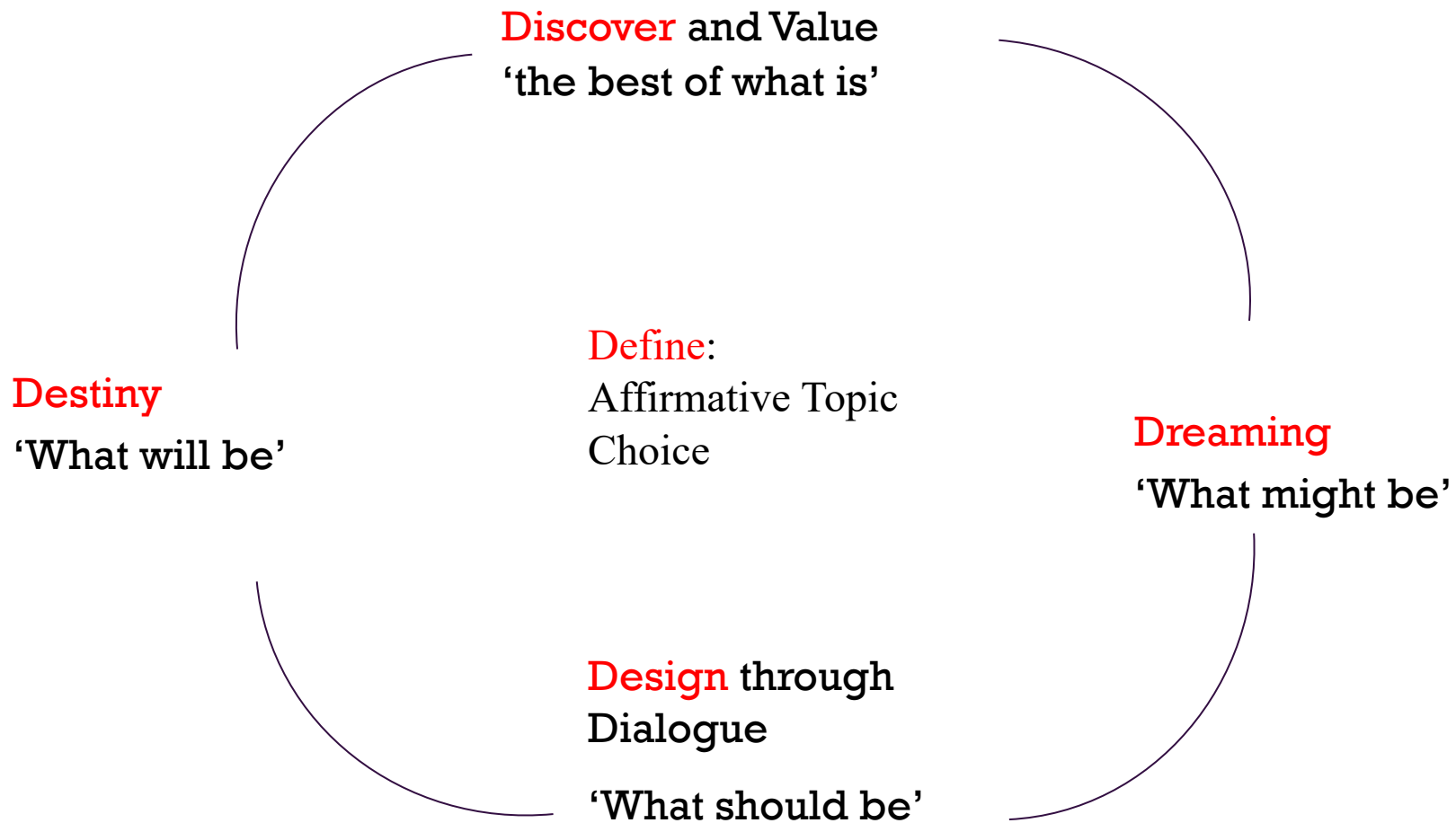
- Getting Started
- Introduction to AI
- Discovery
- Story
- Positive Emotions
- Dreaming
- Strengths
- Design
- Destiny



+ Jackie Kelm video



+ Appreciative Inquiry: 5D Model





Principles



We see what we look for
We hear what we listen for

The inquiry
is the
intervention

The organization is
patterns of belief,
communication and
relationship. Change
them and you change
the organization.
Less a machine, more
a book

Positive emotions and
images create
sustainable energy
for change

The image of the
future guides the
current behaviour
of the organization,
bringing the future
powerfully into the
present.

What is Appreciative Inquiry?

Problem Solving	Appreciative Inquiry
Problem Focus	Account Focus
Solving the Past	Creating the Future
Critical thinking and analysis	Generative thinking
Planned solutions	Emergent ways forward
Directed, organized	Facilitated, co-created
Fuelled by negative emotions	Fuelled by positive energy /relationships
Negative Deviance	Positive Deviance
Weaknesses	Strengths

+ Appreciative Inquiry



- Growth Oriented
- Future Focused
- Psychology of People
- Dynamics of Living Systems
- Reality as Stories and Narratives
- Strengths Based
- Whole System Intervention

+ A Discovery conversation

Group of five

Introduce yourselves, then

- Think of a situation where you have been working at your best and created change or had a positive impact. Where you really made a difference. Where you were fully engaged and using all your abilities to create something positive, and were successful. Something you can take pride in.
- Tell your colleagues about this. Just tell them the story of what's happening, or happened and what makes you feel good about this particular event or incident.
- Colleagues to listen for the features of the situation that seemed to make this interaction/intervention both possible and successful. What was it about the bigger context that made a difference?



Reflection



Briefly discuss what has changed for you all in the last 15 minutes:

Energy

Mood

Knowledge

Feelings

Relationships

+ A Discovery conversation

In new groups of five

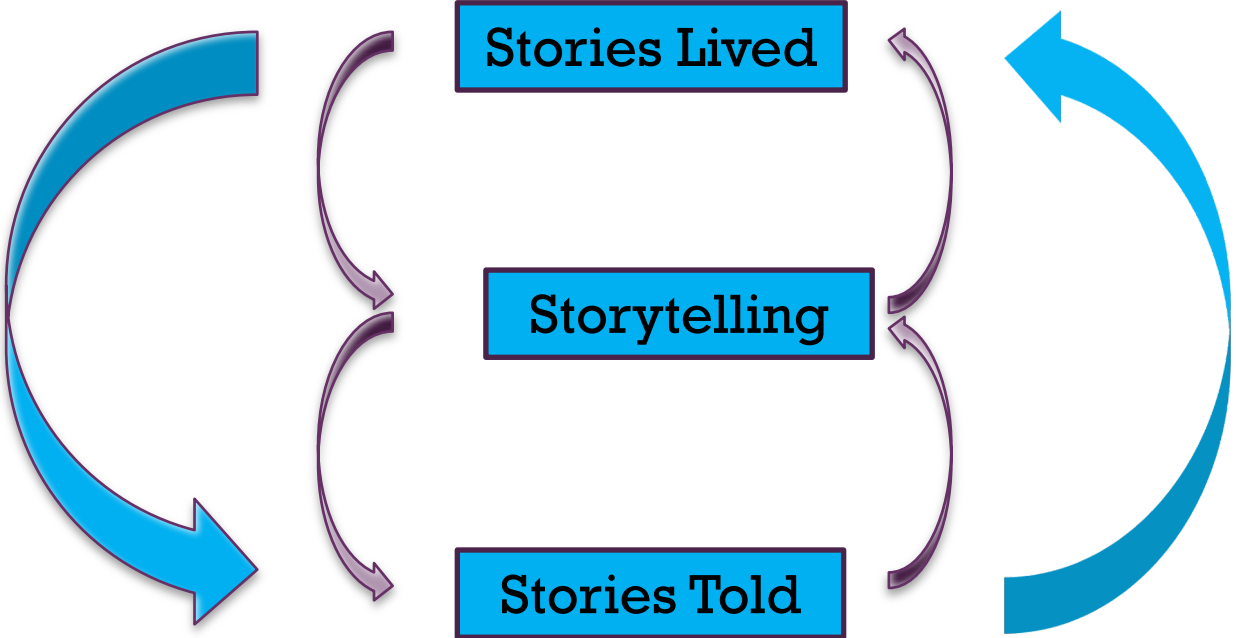
Introduce yourselves, then

- Share something of the stories you heard in your group. What most impressed, inspired or awed you in what you heard?
- Once you have all had a chance to share, turn your thoughts to the factors that supported, created, allowed these moments of high positive impact. What themes do you notice of what makes a difference?
- Write your themes on a flip to share



**Unheard
Stories**

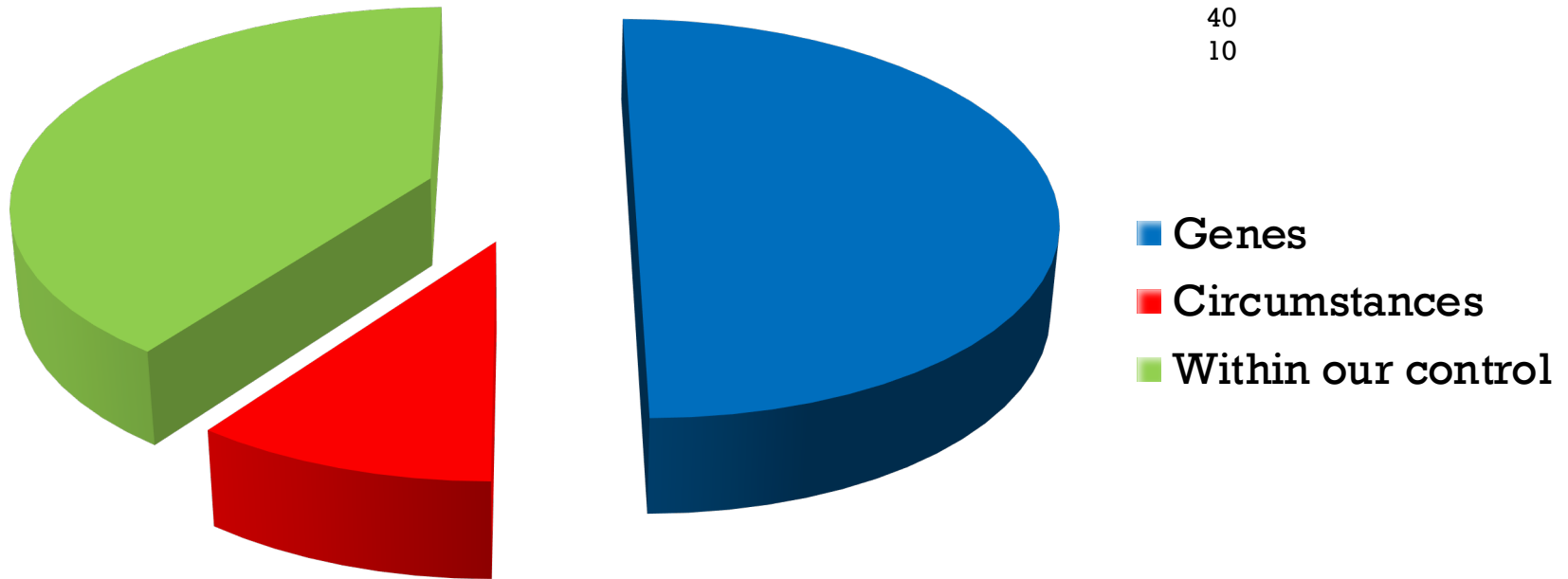
**Unknown
Stories**



+ Influences on happiness



Influence on happiness



(Lyubormirsky, 2008)

+ Positive emotions exercise

Take a moment to share with a couple of colleagues a recent experience when you felt one of these emotions: Joy, Gratitude, Serenity, Interest, Hope, Pride, Amusement, Inspiration, Awe or Love

Describe what was happening

Describe the impact

Describe the feeling



+ Effect of creating positive mood

Positive emotions are associated with many good things:

- ✓creativity,
- ✓sociability,
- ✓flexible thinking,
- ✓coping with complexity,
- ✓good interpersonal relationships,
- ✓motivation and tenacity,
- ✓cognitive performance

Increased Engagement





The Power of the Positive Image: Dreaming



- Working in groups. Remember back to the best experiences you described earlier today.
- Its 2021 ask each other 'How's it going? What are you doing these days?' Be interested and co-create the story
- Create something using the materials here that expresses your positive images of the future in some way

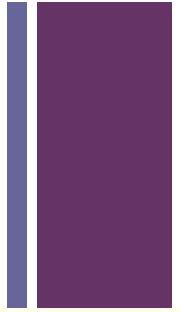


Creating Positivity: Diamond Feedback

- New groups of five
- Each tell a story of a recent success at work
- Listen with an appreciative ear, listen for strengths, resourcefulness, things to admire and appreciate
- Take turns to offer feedback on the personal strengths you heard in each others stories. Use strengths card packs to help you.



+ Performance effects of strengths



Alex Linley



Goal Attainment



Design and destiny



- Thinking about what we have done today
 - What needs to be different today to make good tomorrows more likely?

- How are you going to use this in your practice?
 - What are you inspired to do right now?
 - What aspirations do you have for the future?
 - What helps you be hopeful about your chances of incorporating some of this?

Share a specific commitment to action you can make today, and what you dream it will achieve for you