5.1 Reconnect with Appreciative Inquiry
Powerpoint presentation

It is a way of looking at organisation change

Focuses on doing more of **what is already working** rather than focusing on fixing problems

It mobilises change by focusing on strengths

Uses those strengths to reshape the future.
Appreciative inquiry is a means to create the space and conditions so we can make a difference. In doing so it activates and engages us by using our own experiential evidence from practice as a way to inspire us to take action.

**Deficit based problem solving**
- Begins with critique of failure
- Diagnosis of problem from detached viewpoint
- Focus on cause of problem
- Move away from problems
- Encourages defensive behaviour
- Assumes organisations are sets of problems to be overcome

**Appreciative Inquiry**
- Begins with recognising success
- Looking at what’s working well – as a participant
- Focus on organisation at its best
- Move towards the best future
- Encourages openness
- Assumes organisations are sources of creativity and innovation

Sound familiar...?

**Action learning**
- Strengths based

**Coaching**
- Solution focused

**Assets**
- Adaptive leadership

**PERSONAL OUTCOMES**
Appreciative Inquiry

- In every group or organisation, something works well
- Looking for what works well and doing more of it is more effective and motivating than looking for what doesn’t work and doing less of it
- What we focus on becomes our reality and absorbs our energy
- The language we use to describe reality helps create that reality
- The questions we ask influences us and the direction of travel
- People have more confidence and comfort to journey to the future when they take the best parts of the past with them

Talking Points Practice Guide (2012)

Appreciative Inquiry: The 5D model

**Definition**
Area of practice / focus of inquiry

- **Discovery**
  - The best of what is
  - **positive core**
  - **Delivery**
    - What will be
  - **Design**
    - How can it be
  - **Dream**
    - What might be

**Powerful questions...**

Are

- thought-provoking and invite reflection and finding deeper meaning

They

- refocus thoughts – from problem to solution
- can help someone feel more constructive about a situation and create options
- tap into curiosity and creativity
- can make a problem feel more like a challenge or an opportunity
- create forward movement – out of the problem state and into solution or action
- bring underlying assumptions to light
For example...

I’m really struggling with this job and my boss doesn’t support me – she doesn’t even know what I do!

Why can’t my boss help?
How can I get my boss to know more me? about what I’m doing?

How can I make sure my boss understands more about what I’m doing and encourage her to give me more support