1. Introduction

Appreciative Inquiry

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

- **Deliver**
  - What will be

- **Design**
  - How can it be

- **Dream**
  - What might be

- **positive core**