

5.1 Reconnect with Appreciative Inquiry

Powerpoint presentation

Introduction to Appreciative Inquiry

At its heart, integration is about relating and working in a different way with people to achieve the outcomes that matter to them

Space

Appreciative Inquiry

It is critical that we relate and work with each other in a way that models and mirrors this difference

Safe

Permission

The health and social care workforce should be supported to feel engaged with the work you do and to continuously improve the information, support, care and treatment you provide

Valued contribution

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

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

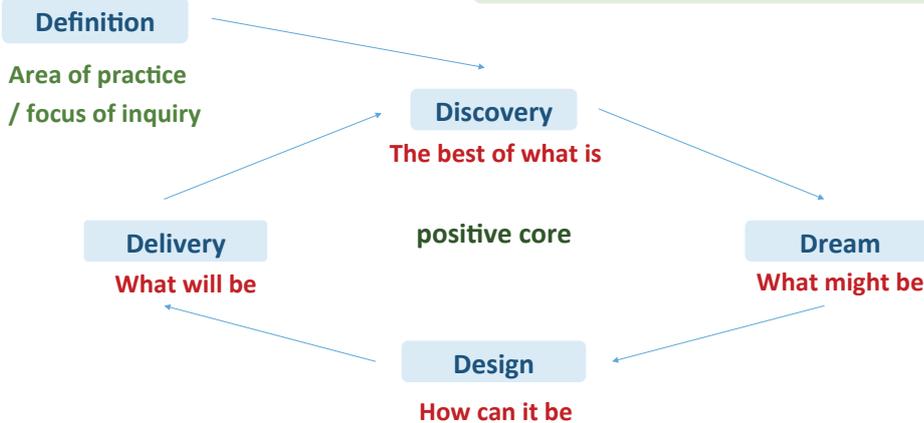
PERSONAL OUTCOMES

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



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