TOOL | APPRECIATIVE INQUIRY

> Appreciative Inquiry is the cooperative search for the best in people, their organizations and the world around them. It involves a systematic discovery of what gives a system life when it is most effective and capable in economic ecological and human terms. Appreciative Inquiry involves the art and practice of asking questions that strengthen a system's capacity to heighten positive potential. It mobilizes inquiry through crafting an unconditional positive question often involving hundreds or sometimes thousands of people.
>
> - David L. Cooperrider & Diana Whitney, Appreciative Inquiry Commons

NOTES AND HIGHLIGHTS

A key element of this approach is to look for the best in people and organizations – to seek out what works – and to ground ourselves in these experiences to celebrate and repeat that success. Appreciative interviews are intended to be a relaxed conversation; the focus should be on the interviewee and to hear their story. Listen carefully and don't interject with your story or offer opinions on their experiences.

Some key questions to consider in helping to probe and ignite the conversation:

- Tell me more
- Why do you feel that way?
- Why was that important to you?
- How did that affect you?
- What was your contribution?

When comparing Appreciative Inquiry with more traditional problem solving, the process and the ways in which we approach this process will differ. Below Frank Barrett and David Cooperrider offer their understanding of these differences.

Problem Solving	Appreciative Inquiry
"Felt Need": Identify Problem	"Valuing the best of what is": Appreciate
Conduct root cause analysis	Imagine (what might be)
Analyze Possible Solutions	Dialogue and design (what should be)
Develop action plan (treatment)	Create (what will be)
Basic assumption: "Problem-to-be-solved"	**Basic assumption: "mystery" organization is a web of strengths linked to infinite capacity, infinite imagination…alive**

Source: Frank Barrett and David Cooperrider, Appreciative Inquiry Slides.