

#### APPRECIATIVE INQUIRY & Emma Plunkett WELLBEING 11 June 2019

# DECLARATIONS / ACKNOWLEDGEMENTS

No conflicts of interests

Suzanne Quinney from Appreciating People Belinda Dewar for the cards Aly Walker for the 12 uses of Al adaptation



# INDIVIDUAL STRATEGIES



### WHAT I'LL COVER

Why am I talking about Appreciative Inquiry? What is it? How can it contribute to wellbeing?

Some practical work...

- ... Conversation cards
- ... Paired conversations
- ... Some homework

21/06/2019



#### WHY TALK ABOUT AI?

Try nott to spot the mistake's in this sentance

1 + 1 = 2 2 + 2 = 4 3 + 3 = 7 4 + 4 = 85 + 5 = 10



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	1	3	29	68	41	571	142	4.02
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#### Presentation Content

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### OUR STRATEGIES TO IMPROVE WELLBEING

#### Addressing:

#### Also consider:

Stress Burnout Fatigue Bullying Mental health Meaning Engagement Joy Motivation Support Friendship





WHAT IS APPRECIATIVE INQUIRY?

#### **APPRECIATIVE INQUIRY**

"We have reached the end of problem solving as a mode of inquiry capable of inspiring, mobilising and sustaining human system change"

David Cooperrider

Appreciative: when something 'appreciates' it increases in value Inquiry: seeking to understand through questioning

Theory from: Sociology, Psychology, Organisational Behaviour

#### WHAT IS APPRECIATIVE INQUIRY?



### WHAT IS APPRECIATIVE INQUIRY?

#### Deficit focussed

Focus on needs and deficiencies



#### Asset based

Value skills, knowledge, connection, capacity and potential

Positive, aspiration Identify & Sofety rks well

Active performance in solutions

Co-production in health & wellbeing

Fosters creativity

#### AI: KEY ASSUMPTIONS

- In every situation something works... find it and let it flourish
- What we focus on becomes our reality
- There are always multiple realities different ways of seeing
- The way we ask questions either creates or denies possibilities
- The language we use creates our reality
- Our future should be created from the best of our old ways
- Value differences diversity nourishes creativity and resilience



### WHAT DOES WELLBEING MEAN TO YOU?

	Conversations Worth Having
TYPES OF CONVERSAT	FIONS
Appre	ciative Densitive
Affirmative	Conversations worth having
Statement	Inquiry
Destructive	Critical
Depre	ciative

### **APPRECIATIVE CONVERSATIONS**

Appreciative interviews are structured conversations (protocols) that focus on:

- What worked or went well & why
- How we felt / feel now
- How we'd like things to be
- How things could be better
- How to make them happen



"We live in the world our questions create"

David Cooperider

### AI TOOLS: REFRAMING

Today was the absolute worst day ever And don't try to convince me that There's something good in every day Because, when you take a closer look, This world is a pretty evil place Even if Some goodness does shine through once in while Satisfaction and happiness don't last. And it's not true that It's all in the mind and heart Because True happiness can be obtained Only if one's surroundings are good It's not true that good exists I'm sure you can agree that The reality Creates My attitude It's all beyond my control And you'll never in a million years hear me say that Today was a good day Now read from the bottom up



# AI: TOOLS - REFRAMING

Issue / Concern	Re-frame / Al topic
Lack of collaboration	
Waste of resources	
No one listening to ideas	
Lack of motivation	
Delays in treatment	
Missed information at handover	



# AI: TOOLS - REFRAMING

Issue / Concern	Re-frame / Al topic
Lack of collaboration	Working together for greater good
Waste of resources	Making efficient use of resources
No one listening to ideas	Everyone open to new possibilities
Lack of motivation	Feeling engaged and effective
Delays in treatment	Prompt diagnosis and management
Missed information at handover	Excellent communication and effective handover

### AI: TOOLS



### AI: TOOLS - SWOT OR SOAR?

#### SOAR<sup>™</sup> 14 (Strengths, Opportunities, Aspirations, Results/Resources)

SOAR<sup>TH</sup> is the Appreciative Inquiry contribution to strategic planning, and a generative alternative to a SWOT analysis. Moving from the dominant threats and weaknesses elements of SWOT, the SOAR approach encourages a more innovative and positive asset based approach to strategic planning. SOAR was created by Jackie Stavros and Gina Hinrichs (see The Thin Book of SOAR: building strengths-based strategy, 2009). Thanks to them for this addition to AI.

"The task of leadership is to create an alignment of strengths, making our weaknesses irrelevent."

A Taste of AI 2.0

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### HOW CAN WE USE AI TO HELP US FLOURISH?

# USING AI

For ourselves

For our colleagues

In our teams

To improve systems and processes

### THREE GOOD THINGS



Source of image: discoveryinaction.com.au

# GETTING THE BEST OUT OF COLLEAGUES



### **INCREASING STAFF ENGAGEMENT**



- What makes for a good day for you?
- What makes you proud to work here?
- When we are at our best, what does that look like?

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### WHAT MAKES A GOOD DAY

1. Examples of 2. How did a good day make people feel?

Some people described "On call - 2 theatres run "T&O morning MDT bet expectations. Team fore "Code red trauma call: a "Cardiac arrest which w "Shift when member of: "When a good team effe



gencies from ED and IR." ting of individual might happen."

#### DISCOVERING WHAT WORKS



#### Enhancing Patient Safety

Improving the Patient Handoff Process Through Appreciative Inquiry

Nancy Shendell-Falik, MA, RN Michael Feinson, MBA Bernard J. Mohr, EdM

# REINFORCING GOOD PRACTICE & GENERATING NEW INSIGHTS



Positive Reporting and Appreciative Inquiry in Sepsis (PRAISe)

Lead organisation: Birmingham Children's Hospital

This project tackles sepsis management and antibiotic stewardship in paediatric intensive care. Using a modified form of Appreciative Inquiry to generate novel insights from frontline clinicians, the project is designed to influence clinicians' behaviour through positive reinforcement, share learning, promote good practice, and ensure appropriate antibiotic prescribing, management and review.





#### Mini Appreciative Inquiry

Title	
LfE reference number	
Date of AI	
Participant(s)	

Appreciative In	quiry - summary
Definition	
Purpose of meeting + consent	
Discovery	
Please describe what happened that day.	
What was it about you/team that made it happen?	
What were the challenges and what	
techniques did you use to overcome them?	
D	
Dream	
What would the perfect scenario of this type look like?	
Design/Destiny	
How can we promote and share this	
excellent practice?	

#### **IMPROVING OUR (SAFETY) CULTURE**

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#### HOME TALKING TO EACH OTHER SAFETY CULTURE KINDNESS EXPERIENCES GET INVOLVED RESOURCES ABOUT

Here are a few appreciative conversation starters that could help you find out more about what the pledges really mean to you and the people you work alongside.

This is all about looking for and celebrating the diversity of opinion and personal approaches that we each bring to the table when striving to work safely. There are no right answers and rather the idea is to open up and really listen to one another.

We hope that these conversation starters could help you involve people, connect with them and build stronger relationships, and what you discover could even deeply enhance your plans with fresh insight and new ideas.

You can use these in whatever way suits you; during a kitchen table, in a team catch up, huddle, meeting, one to one or just to experiment when you're having a chat.

These are just examples too so feel free to create your own and do share those with us via email or social media (using the hashtag #su2s) and we can share more widely to help others.

1. Putting safety first 2. Continually learning 3. Being honest 4. Collaborating 5. Being supportive

#### Commit to helping people work safely

Can you share an example you admire of someone you have worked with putting safety first?

What does a commitment to helping people work safely look like to you?

How do you feel you show your commitment to working safely?



# CREATING A SUPPORTIVE ORGANISATION (HEE)





### AN APPRECIATIVE CONVERSATION

#### AN APPRECIATIVE INQUIRY PROTOCOL

5D Cycle	Conversation / Protocol
Definition	Tell me about a moment where you felt well / flourishing / content / engaged
Discovery	Tell me something you do that supports your personal wellbeing. What strengths can you draw on to support your wellbeing?
Dream	Imagine it is 12 months time and you are reflecting on your wellbeing journey. What is different and what have you achieved?
Design	What are the smallest steps you could to take to move towards this? And the most innovative?
Delivery/Destiny	Action plan / SOAR / Ownership



#### THOUGHTS?

#### SUMMARY: WHAT CAN YOU DO?

- Look for the good stuff and acknowledge it
- Think about the way you ask questions
- Try journaling
- Find out more
- Do a Wellbeing SOAR

"Appreciation can make a day, even change a life. Your willingness to put it into words is all that is necessary"

**Margaret** Cousins



### WHERE CAN YOU FIND OUT MORE?

www.learningfromexcellence.com www.appreciatingpeople.co.uk http://myhomelife.uws.ac.uk/scotland/resources/ http://www.signuptosafety.org.uk/talking-to-each-other/ http://www.ihi.org/Topics/Joy-In-Work/Pages/default.aspx





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