

APPRECIATIVE INQUIRY & WELLBEING

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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 AI adaptation

INDIVIDUAL STRATEGIES



WHAT I'LL COVER

Why am I talking about Appreciative Inquiry?

What is it?

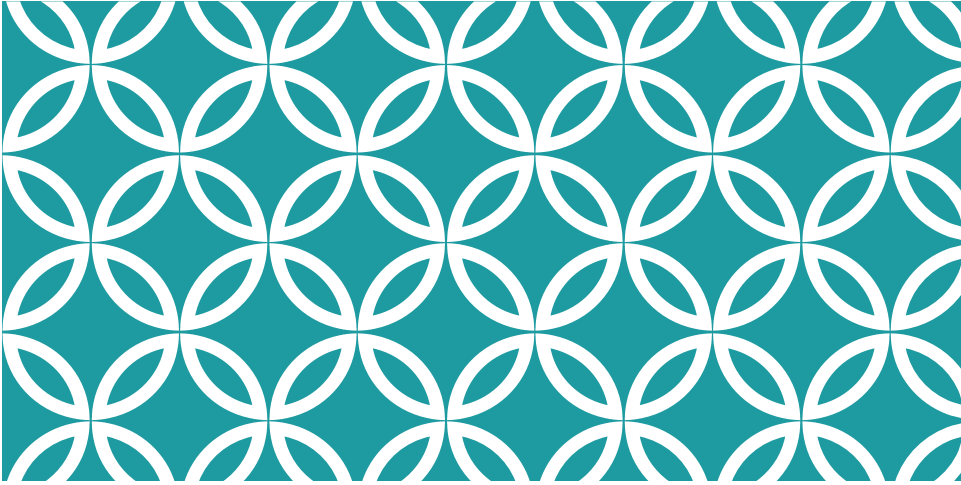
How can it contribute to wellbeing?

Some practical work...

... Conversation cards

... Paired conversations

... Some homework



WHY TALK ABOUT AI?



Try not to spot the mistake's in this sentence

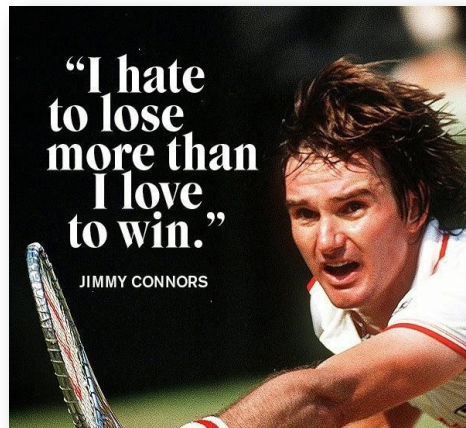
$$1 + 1 = 2$$

$$2 + 2 = 4$$

$$3 + 3 = 7$$

$$4 + 4 = 8$$

$$5 + 5 = 10$$



Speaker Name	Presentation Content					Total	#	Average
	Grading Category							
	1	2	3	4	5			
[Redacted]	0	0	18	66	61	623	145	4.30
[Redacted]	1	3	29	68	41	571	142	4.02
[Redacted]	1	0	5	51	86	650	143	4.55



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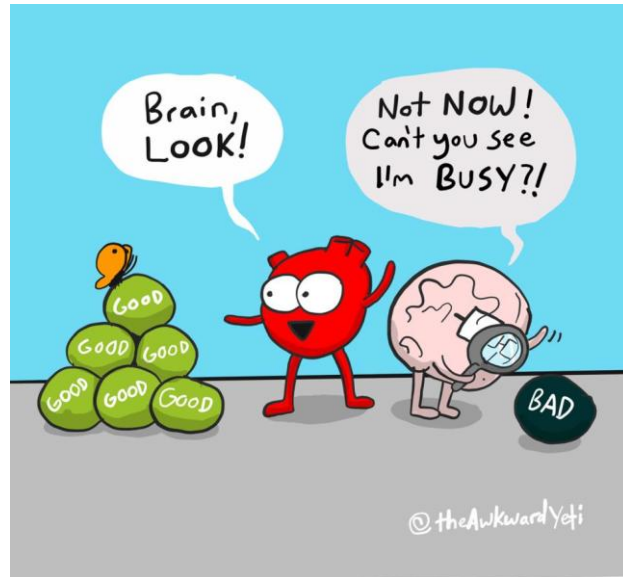
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WHAT IS APPRECIATIVE INQUIRY?

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?

A philosophy

Guiding principles

A set of tools



WHAT IS APPRECIATIVE INQUIRY?



Deficit focussed

Focus on needs and deficiencies

Understand systems by their problems

Services are provided to help / fix problems

Dependent on professionals / services

Individuals are disempowered and passive recipients

Safety I

Asset based

Value skills, knowledge, connection, capacity and potential

Positive, aspirational

Identify & build on what works well

Active participation in solutions

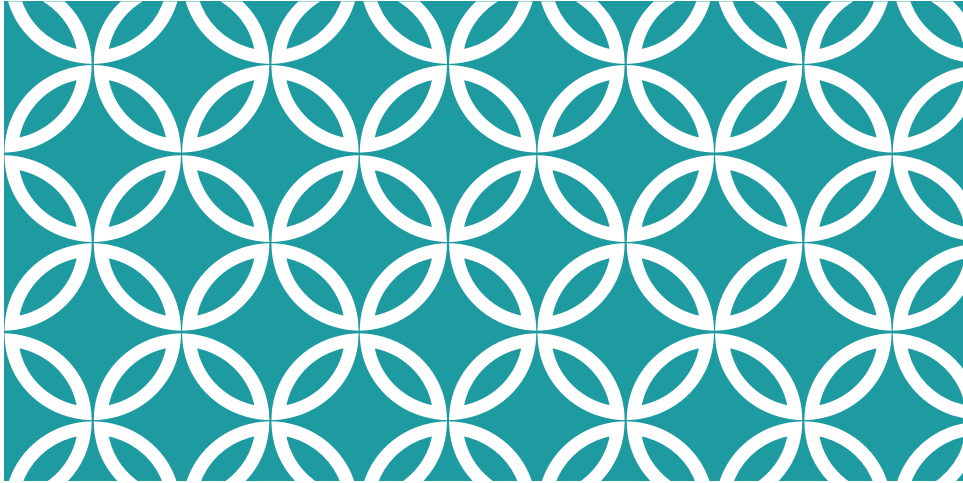
Co-production in health & wellbeing

Fosters creativity

Safety II

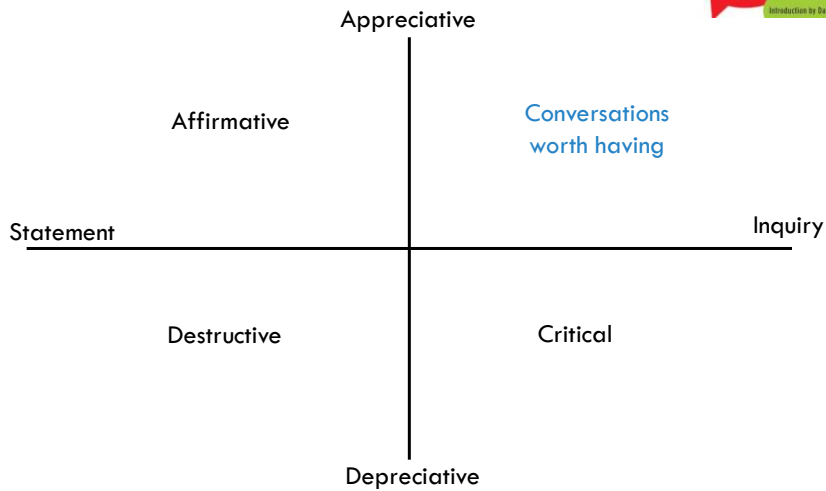
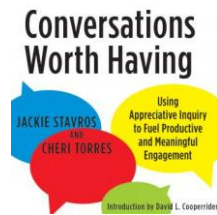
AI: KEY ASSUMPTIONS

- ❖ 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?

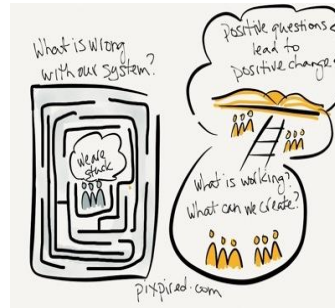
TYPES OF CONVERSATIONS



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

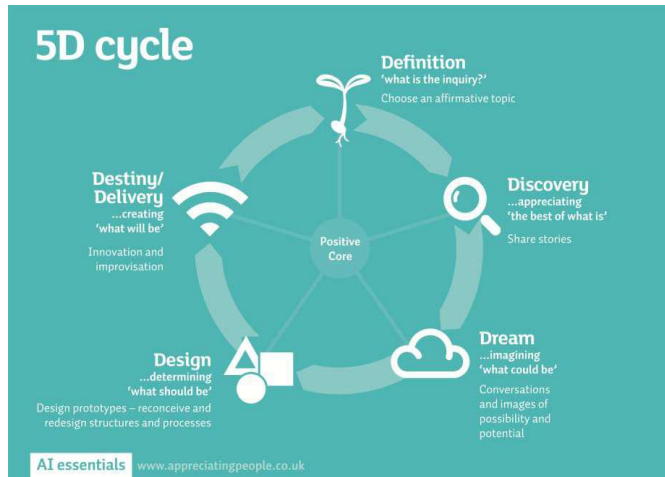
AI: TOOLS - REFRAMING

Issue / Concern	Re-frame / AI 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 / AI 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?

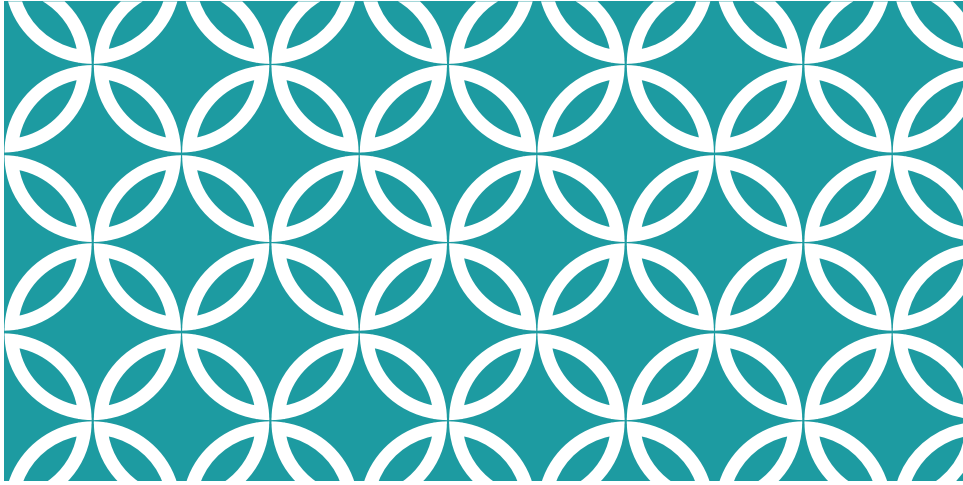
SOAR™ 14

(Strengths, Opportunities, Aspirations, Results/Resources)

SOAR™ 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 irrelevant."
Peter Drucker

A Taste of AI 2.0 www.appreciatingpeople.co.uk



HOW CAN WE USE AI TO HELP US FLOURISH?

USING AI

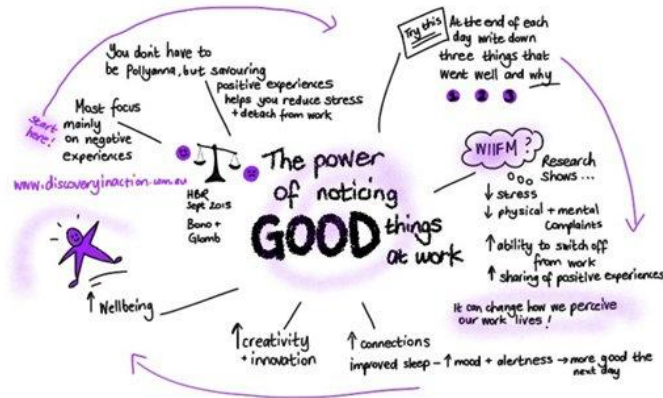
For ourselves

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

DISCOVERING WHAT WORKS



JONA
Volume 37, Number 2, pp 95-104
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THE JOURNAL OF NURSING ADMINISTRATION

Enhancing Patient Safety

Improving the Patient Handoff Process Through Appreciative Inquiry

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

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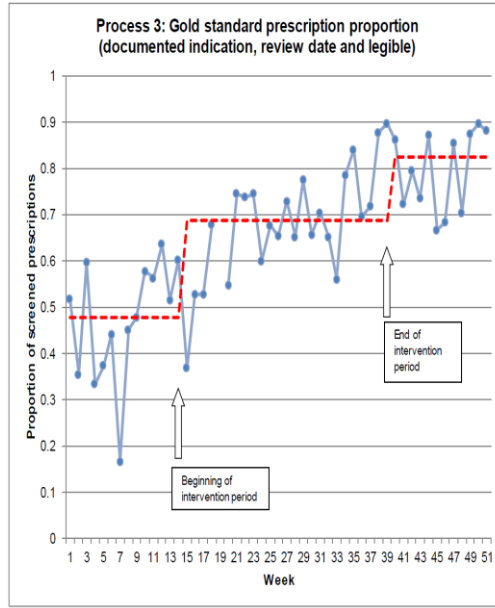


Positive Reporting and Appreciative Inquiry in Sepsis (PRAISE)

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.

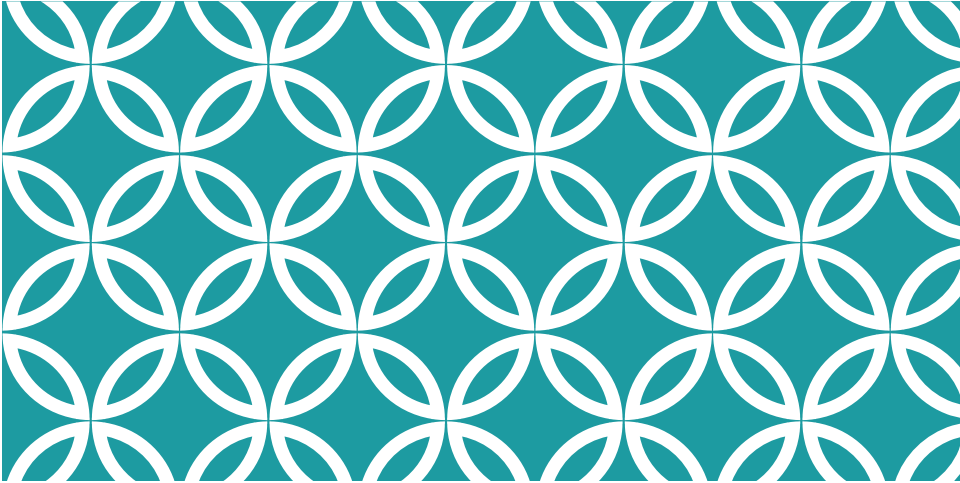




Mini Appreciative Inquiry

Title	
L/E reference number	
Date of AI	
Participant(s)	

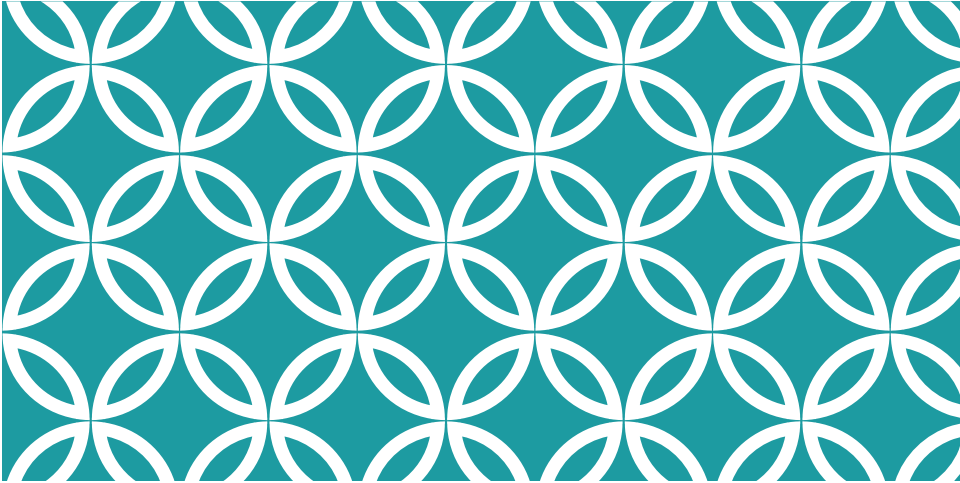
Appreciative Inquiry - summary	
<p>Definition <i>Purpose of meeting + consent</i></p>	
<p>Discovery <i>Please describe what happened that day.</i></p> <p><i>What was it about you/team that made it happen?</i></p> <p><i>What were the challenges and what techniques did you use to overcome them?</i></p>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



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 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?

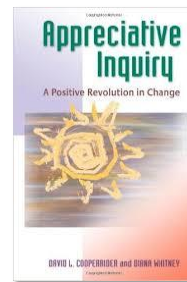
www.learningfromexcellence.com

www.appreciatingpeople.co.uk

<http://myhomelife.uws.ac.uk/scotland/resources/>

<http://www.signuptosafety.org.uk/talking-to-each-other/>

<http://www.ihl.org/Topics/Joy-In-Work/Pages/default.aspx>



CARING CONVERSATIONS

