

*Business purpose:
To harness past and existing best practice to deliver long term, sustainable improvements.*

Appreciative Inquiry as a group process

Appreciative Inquiry is a process of communicating and asking questions about strengths, successes, hopes and dreams, in the belief that this contributes to a more positive and transformational future. <http://appreciativeinquiry.case.edu/>

Here is an outline example of how you might use the Appreciative Inquiry process with a group of key people to explore how to move towards a coaching culture.

- 1. Define** Agree the topic ~ appreciatively worded. e.g.
Coaching means business.
- 2. Discover** In small groups, ask questions that reconnect people with relevant past experiences of achievement and accomplishment. e.g.

When have you successfully pioneered a project or been part of raising awareness / changing culture for business success?

When did you feel most proud, engaged or excited by what was occurring through this?
Describe a high point in more detail ~ What was it about you, the circumstances, the people that contributed to this highpoint?
What did you most value about the experience?
- 3. Dream** *Wouldn't it be great to.....*
What new highpoint experience do we want to create?
What would this look like? What places, people or images would represent this?
Create an image, in words or pictures to represent the dream and evoke the exploration in an instant.
- 4. Design** *What's compelling for us?*
What can we take from today to make this a reality?
What small steps can we take to start making things happen?
- 5. Delivery (Destiny)** *How shall we plan to accomplish our vision?*
How can we each contribute to this accomplishment?
Agree specific individual actions and responsibilities, who will do what, when, how?

Some guidelines for everyone

- Include everyone.
- Ask only positively worded questions and statements.
- Allow more time for the Discover and Dream stages.
- Value different perspectives.
- Remember ~ Meaningful communication creates, maintains and transforms realities.