



Using Appreciative Inquiry to Manage Change

Description of Course

Appreciative Inquiry is a form of action research that collects people's stories of best practices. We can use these best practices as a way to initiate organisational change.

This Appreciative Inquiry training course will guide participants through the process of Appreciative Inquiry (AI) and give them the techniques to succeed in using the AI system.

This course will benefit anyone that is involved in change and wants to create positive dialogue that leads to improvements within their organisation.

Course Objectives

By the end of this course delegates will be able to:

- Define Appreciative Inquiry
- Describe the 4D model
- Understand how people deal with change
- Use positive dialogue to encourage change
- Use effective questioning techniques for Appreciative Inquiry
- Identify approaches to manage the change process

Duration of Course

1 day

Course Outline

Icebreaker – An activity to determine the participants current understanding of AI.

What is Appreciative Inquiry? – A review of the subject with an activity to check understanding and a case study that demonstrates the process in action.

Benefits of Appreciative Inquiry to the Organisation – Establishing how AI can aid and improve the way an organisation works and how people communicate within it.

Appreciative Inquiry Questions – Understanding the types of questions that can be used to identify positive organisational improvements and refocus our approach to business issues.

Appreciative Inquiry Interviews – A process for performing AI interviews and framing consultations to get the best out of those involved.

The 4D Model – An overview of the AI 4D Model (Discovery, Dream, Design, Destiny) and how it is applied.

The 4D Model: Topic – Demonstrating how selecting the topic is the beginning of the 4D model process. Choosing the participants own topic to work on throughout the training.

The 4D Model: Discovery – Showing how positive discussions are kick-started at this stage and looking at, 'the best there is and what has been'.

The 4D Model: Dream – 'Thinking big and beyond what they have in the past'. Creating an inspiring and positive vision for the future.

The 4D Model: Design – Designing the vision, principles, and set of propositions that describe the ideal end state. Defining the desired state by creating a hierarchy and blueprint for success.

The 4D Model: Destiny – Defining clear actions that will help the organisation and individuals achieve what they have set out to.

The Change Process – Exploring Dr. Kotter’s 8 step change process and how it can support the AI approach.

Rooms of Change – Understanding feelings and attitudes to change, using the ‘Rooms of Change’ model. An activity to help participants consider their own ‘change position’ and what this might mean for them.

Strategies for Managing Change – A simple set of skills to help overcome the challenges faced by people trying to implement change. Applying these strategies to the 4D Model and Appreciative Inquiry.

Recall Quiz – A chance to review learning in an engaging way.

Summary – Developing actions and key points to take away.