



Good to Great: Using Appreciate Inquiry to Uncover, Discover and Create Change

Appreciative Inquiry is a strategy for intentional change that identifies the best of “what is” through a cooperative search for the passions, positive elements, and strengths within a system and develops the potential for inspired, positive change. (Cooperrider & Srivastva, 1987)

It has been used in healthcare for strategic planning, improved partnerships and alliances, and enhanced patient safety (Herrick & Stoneham, 2005) and has been described as a generative science of administration that supports organizational change” (Keefe & Pesut, 2004, p. 104)

It uses grounded observation to describe the best of:

- What is (Discover)
- What might be (Envisioning)
- What should be (Design)
- What can be (Destiny/Innovating)

We are focusing today on the first two: “What Is” and “What Might Be”

Activity Time: 30 minutes

Directions/Process:

Gather in groups of 5-6 people. Provide a brief introduction: name, school/department; and identify someone who will record the conversation. Review the questions below for 3-5 minutes individually. You may want to write down a few impressions or quick responses.

For 15 minutes, discuss the questions as a group. For the last 5 minutes, the recorder may want to summarize responses on the flipchart. ***Please note that confidentiality and respect for other participants’ experiences and viewpoints is expected. Everyone’s ideas are worth hearing.***

After 15 minutes, we will regroup and do group processing for another 15 minutes.

Questions:

1. What is it about your work in education and other professional roles that energizes you?
2. When have you felt most successful about your work in education and other professional roles?
3. What has been your sense of being a part of your department/school/CUMC?
4. What has been difficult or frustrating in your work in education and other professional roles?
5. How are your aspirations for yourself in an academic setting being fulfilled?

References:

Cooperrider, David L. & Srivastva, Suresh (1987). "Appreciative Inquiry in Organizational Life." In Pasmore, W. & Woodman, R. (Eds.), *Research in Organizational Change and Development*, Vol. 1, p. 129-169. Greenwich, CT: JAI Press

Herrick, C., & Stoneham, D. (2005, January). Unleashing a positive revolution in medicine: The power of appreciative inquiry. *UMA Bulletin*, 8–10.

Keefe, M. R., & Pesut, D. (2004). Appreciative inquiry and leadership transitions. *Journal of Professional Nursing*, 20(2), 103–109.