

# **Appreciative Inquiry Process Guide**

## **I. Provide a quick overview of Appreciative Inquiry**

### **II. In pairs or as a small group**

#### *Brainstorm "Best Experiences" (Flip-chart the small group's responses)*

Look back over the past year and remember a high point – a time when you felt most alive, engaged, inspired – tell a story about that experience. (Guiding questions to help...What was happening, who else was involved, what was your role, the role of others, what made it possible, what difference did it make?)

#### *Brainstorm "Organizational Excellence" (Flip-chart responses)*

Reflect on the work of this organization as you know it and the contributions the organization has made to the lives of its staff, customers and the community. Tell a story about the single greatest contribution the organization has made. What was it, who was involved, what made it possible, what difference did it make?

#### *Brainstorm "Wishes" (Flip-chart responses)*

If you had 3 wishes that would create more of these best experiences and contributions for Southside, what would they be?

### **III. Whole Group Reaction and Discussion**

Ask, "What themes, surprises and/or patterns do you notice?"

Ask how people are feeling now VS before the session (usually people feel, energized, inspired, more informed, and more connected to each other and the organizational mission)

### **Possible Next Steps**

Prioritize the wishes and move them into another process such as process improvement, strategic planning, or team action-planning