

## **Appreciative Inquiry**

Solving problems by building on success

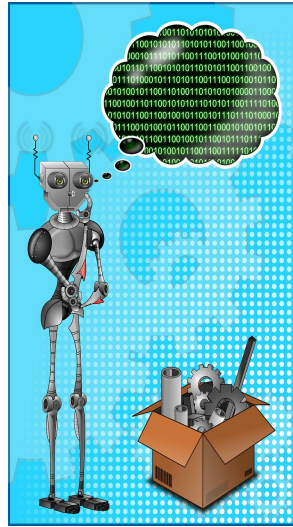


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*“Be thankful for what you have; you’ll end up having more. If you concentrate on what you don’t have, you will never, ever have enough.” Oprah Winfrey*

Tags: Social: Building Community and Embracing Diversity  
Whole System; Vision and Purpose

Challenge: People and organisations have a tendency to focus on what is not going well. We furrow our brows and frown with concern at all our problems. However, usually, the vast majority of our time is spent doing things that are functioning effectively, and may even be a source of joy and pride. Maybe 5 to 10% is not so good. How can we acknowledge all that is going well, and harness this energy, to help us develop further?

Solution: the Appreciative Inquiry process involves people telling stories about positive experiences they have had at work or in groups and distilling the common values and processes that underpin these (Discover); daring to be bold and developing a ‘Provocative Proposition’ that embodies the highest potential of the group (Dream); then designing pathways towards its achievement (Design) and, finally, ... doing it (Deliver)! It is a high energy, generative process that builds on positive prior experiences and leads to the unleashing of creative potential.

References:

Mind Tools , Retrieved March 2015 [http://www.mindtools.com/pages/article/newTMC\\_85.htm](http://www.mindtools.com/pages/article/newTMC_85.htm)

Appreciative Enquiry Commons, Retrieved March 2015 <http://appreciativeinquiry.case.edu>