

Assumptions of Appreciative Inquiry

1. In every society, organization, or group, something works.
2. What we focus on becomes our reality.
3. Reality is created in the moment, and there are multiple realities.
4. The act of asking questions of an organization or group influences the group in some ways.
5. People have more confidence and comfort to journey to the future (the unknown) when they carry forward part of the past (the known).
6. If we carry parts of the past forward, they should be what is best about the past.
7. It is important to value differences.
8. The language we use creates our reality.

Problem Solving	Appreciative Inquiry
<u>Basic Assumption</u> <i>An organization is a problem to be solved.</i>	<u>Basic Assumption</u> <i>An organization is a mystery to be embraced.</i>
"Felt Need" Identification of Problem	Appreciating & Valuing The Best of "What Is"
Analysis of Causes	Envisioning "What Might Be"
Analysis of Possible Solutions	Dialoging "What Should Be"
Action Planning "Treatment"	Innovating "What Will Be"

## Sample Appreciative Inquiry Questions

### Applied to One's Professional Life

1. Describe the most energizing moment, a real "high" from your professional life. What made it possible?
2. Without bring humble, describe what you value most about yourself, and your profession. If you are new to the profession, what attracted you to it?
3. Describe how you stay professional affirmed, renewed, energized, enthusiastic, inspired?

### Classic Questions

1. Think back through your career in this organization. Locate a moment that was a high point, when you felt most effective and engaged. Describe how you felt, and what made the situation possible.
2. Without being humble, describe what you value most about yourself, your work, and your organization.
3. Describe a time when you were part of or observed an extraordinary display of cooperation between diverse organizations or groups. What made that cooperation possible?
4. Describe an incident when you or someone you know went the extra mile to deliver what the customer wanted when they wanted it. What made it possible?

## INTERVIEW GUIDE

1. Tell me a story about the best times you have had in contributing your knowledge and skills to the work of Tennis Canada. Looking at your experience, recall a time when you felt most alive, most involved, or most excited about your involvement. What made it an exciting experience? Who was involved? Describe the event in detail.
2. What are the things you value deeply? Specifically, the things you value about yourself, your work, and Tennis Canada.
  - a. Yourself: Without being humble, what do you value most about yourself - as a human being, a friend, a parent, a citizen, and so on?
  - b. Your Work: When you are feeling best about your work, what do you value about it?
  - c. Your Organization: What is it about your organization that you value? What is the single, most important thing that Tennis Canada (or your provincial association??) has contributed to your life?
3. What do you think is the core value of Tennis Canada? What is it that, if it did not exist, would make it completely different than it currently is?
4. If you had three wishes for our group, what would they be?
5. Imagine you are driving home from this meeting and it was a real success. What would have happened? What would not have happened?

**Using Appreciative Inquiry to Introduce Participants (paired up in twos - each introduces the other)**

**PREPARE A SUMMARY... SO THAT YOU CAN INTRODUCE YOUR PARTNER**

(Each introduction will be approximately 3 minutes.)

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What key words describe for you the essence of this person? In other words, what stands out for you in terms of their values, energy, focus, preferences?

What were one to three themes that stood out for you during the interview?

What were the core values your partner talked about regarding their work and our organization?

What wishes or ideas did your partner have for making their work and our organization successful?

What does your partner want to have happen to make these next two days a satisfying and worthwhile experience?