



## Applying Appreciative Inquiry

### Description:

This tool provides an overview of Appreciative Inquiry and outlines the steps to follow.

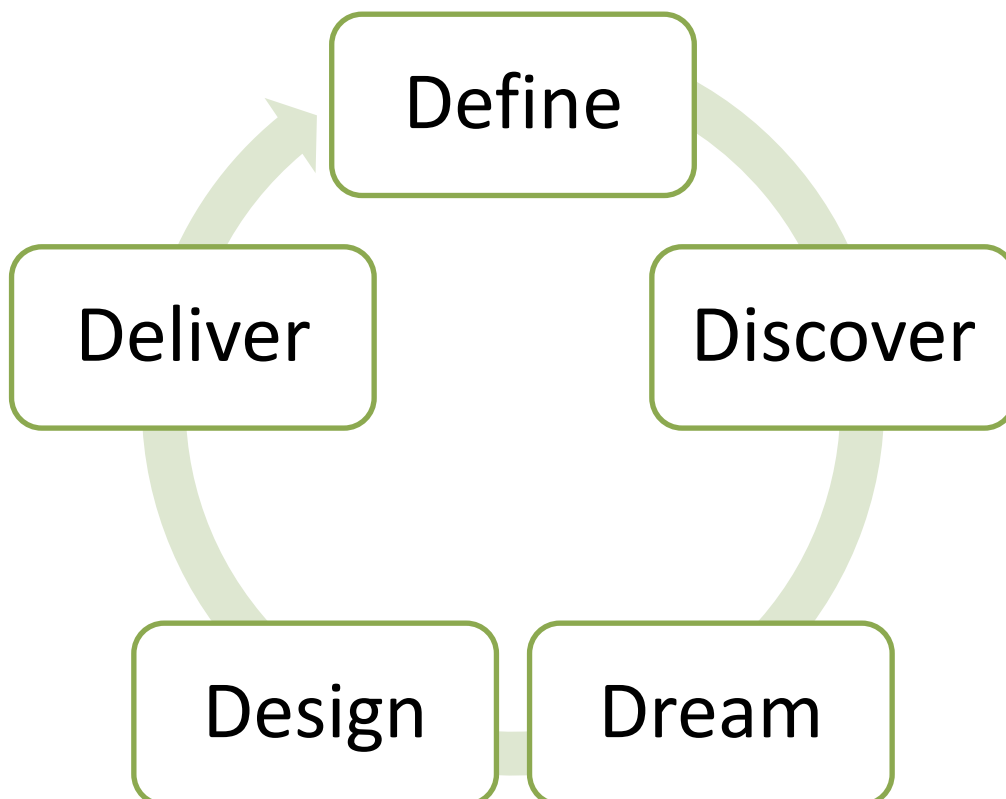
### How it can be used:

When considering whether your organization is ready to begin a new initiative such as strategic planning, use the Appreciative Inquiry process as a way to empower your staff and honour the positive elements of your organization.

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Appreciative Inquiry is an approach that seeks to uncover what is working well, understand why it works and identify how those successes can be amplified and transferred to other areas. Traditional scenarios focus on gaps or what is missing (a deficit approach) whereas Appreciative Inquiry looks at what is being done well and what the resources are (asset approach).

The most common model used is the 5 D's – **Define, Discover, Dream, Design, Deliver**. This model has great success because it provides a constructive experience for staff, where they feel heard and supported as they contribute toward a positive future state.





Try this process of 5 D's with your organization.

1. **Define** – Clarify the topic.

Select the direction or topic that your organization would like to focus on through this process.

*“What specific area are we seeking to address?”*

*“Where do we need to focus?”*

2. **Discover** – Ask about the best of how things are and why that is so.

Through discussions with staff, leadership, community, partners etc. identify your strengths and leading practices.

*“What is the best of what we do? “*

*“What do we do well? “*

*“Why do we do it so well?”*

3. **Dream** – Imagine what could be.

Ask questions about wishes and dreams for the future. Describe the future and desired state of your organization. This can be done from the various perspectives of the groups above.

*“What are your wishes and dreams for our organization?”*

*“What would you hope to see for our organization? “*

4. **Design** – Plan what will be.

Synthesize the thoughts and decide on what changes can be accomplished. Determine how to co-create the change – across the whole organization and with external partners.

*“What could it look like?”*

*“What needs to happen?”*

*“What new ideas could we bring to this?”*

*“Who would be involved?”*

5. **Deliver** – Create what will be.

Create workable plans and implement the strategies. Identify how the plans can be sustainable.

*“What needs to happen?”*

*“How can we empower our teams to accomplish this?”*

*“How will we monitor and measure our progress?”*

*“How can we ensure this is sustainable?”*

