



Appreciative Enquiry

HOW LISTENING CHANGES EVERYTHING



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“Appreciative Inquiry is a way of being and seeing. It is both a world view and a process for facilitating positive change in human systems”

(Centre for Appreciative Inquiry)

“Appreciative Enquiry attempts to use ways of asking questions and envisioning the future in order to foster positive relationships and build on the potential of a given person, organisation or situation”

(Wikipedia)

“It’s having an open and positive conversation with people”

(John Hamblin, Plymouth Alliance)

The 4 D's



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- Discover
- Dream
- Design
- Deliver
- Repeat

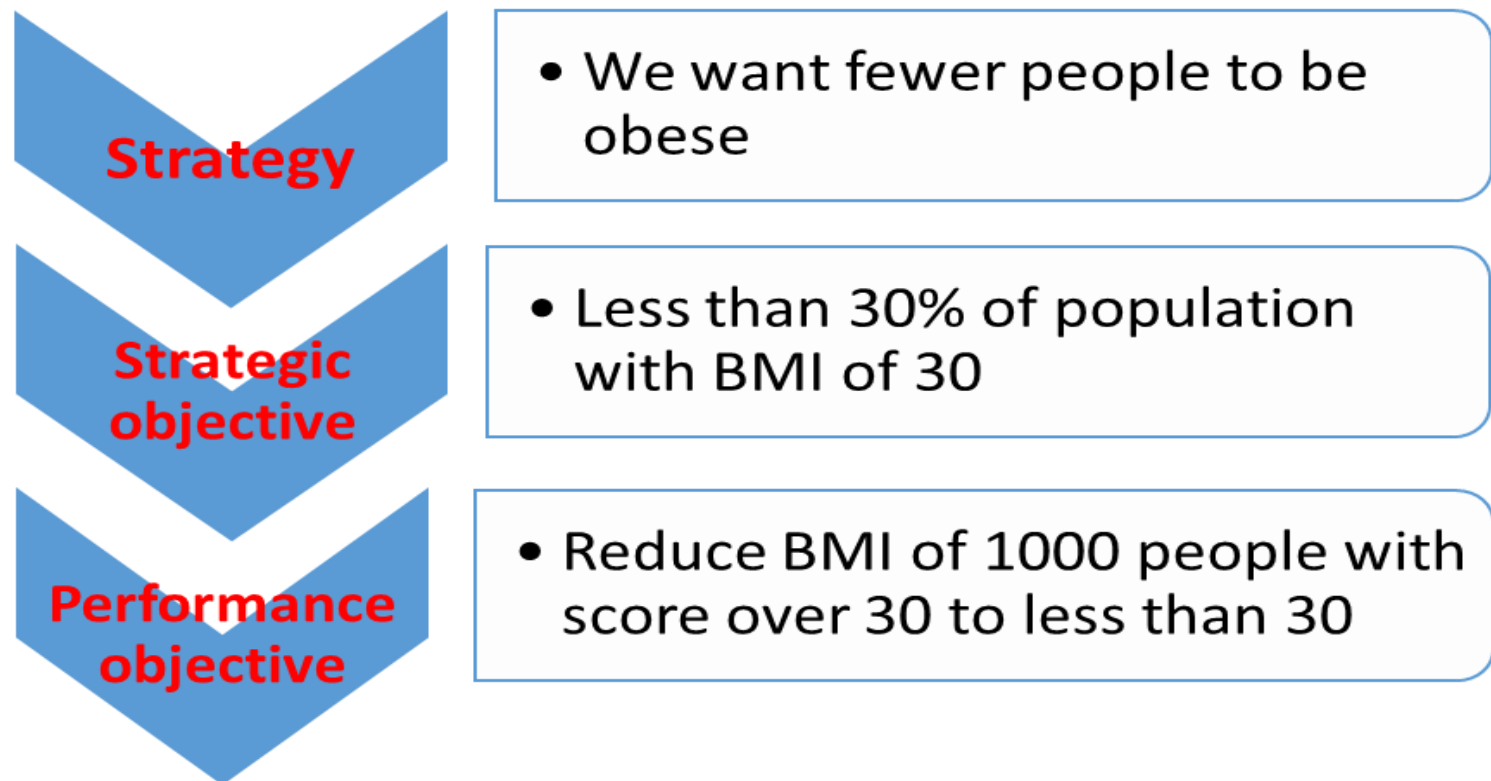
The process

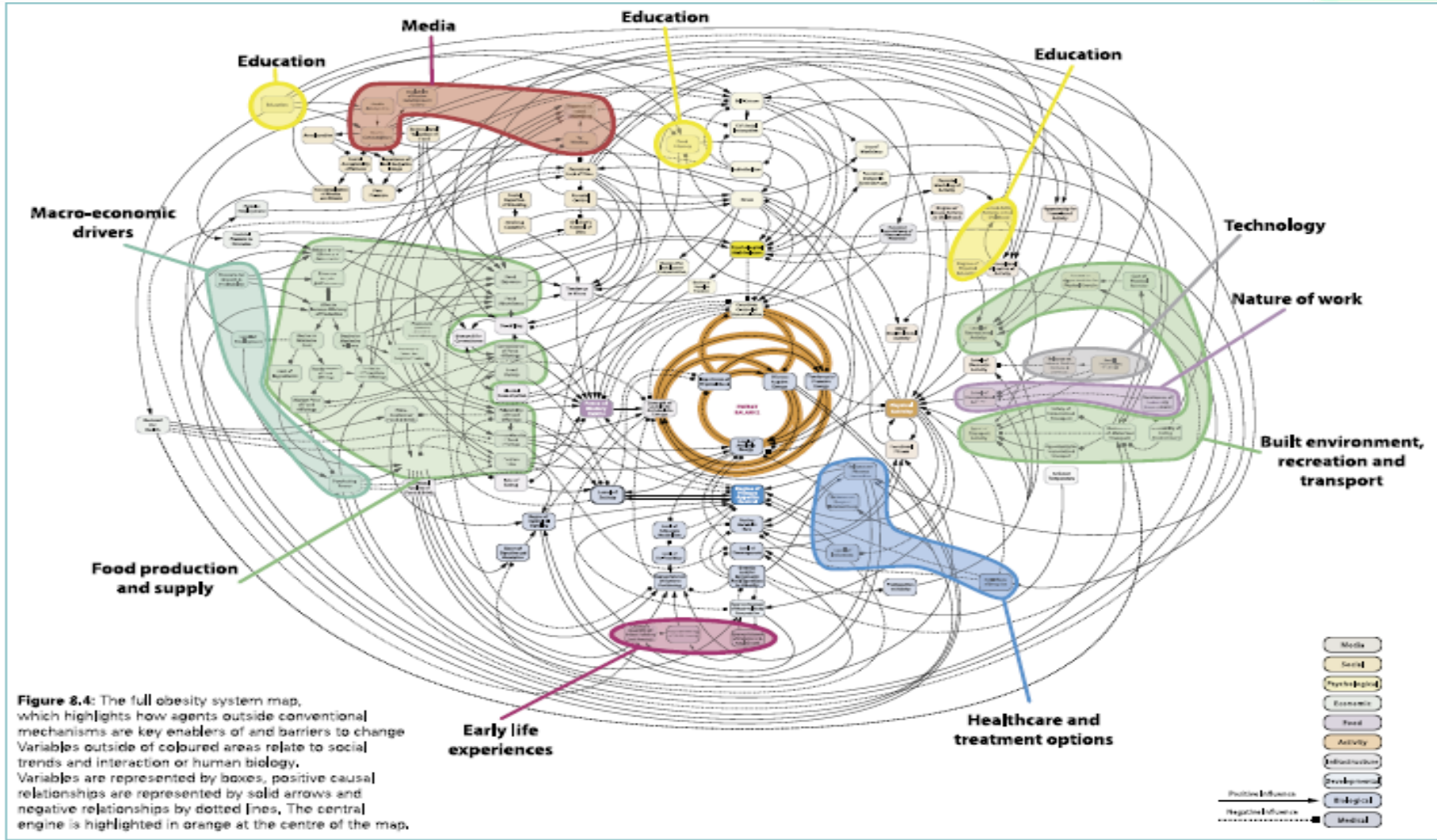


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- Co-producing open starting questions
- Fieldwork I – doing the AE in pairs (witnessing)
- Preparation work – turn into first person stories
- Group work
 - i) reading and listening to stories
 - ii) making sense of the stories
 - iii) planning the next AE questions
- Fieldwork II
- Etc until satisfied we fully understand the issues

Outcome-based performance management





Child Obesity



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- 10 children 'morbidly obese'
- Concerned Paediatrician
- An assumption for more dieticians
- Trained school nurses and Health Visitors in AE
- Interviewed the 10 families
- Wrote them up in the first person
- Read them aloud in groups
- Agreed the answer was a 'whole family approach' across multiple services

The practice of learning through listening



- Builds understanding (because we do it together)
- Builds empathy (because we do it together)
- Builds trust (because we do it together)
- Gives legitimacy (because we talk to lots of people)
- Tells us what we need to do
- Is asset/strength based because it starts where people are