



SHANNON POLLY
— & ASSOCIATES —



CBODN Conference

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Appreciative Inquiry:

Leveraging a Sustainable Positive Intervention

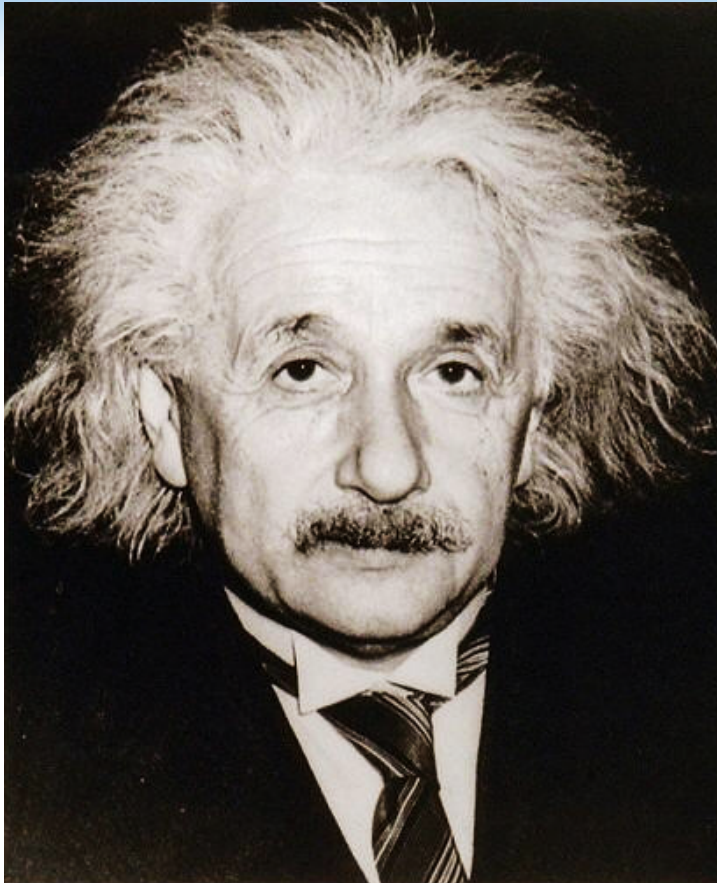
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Agenda

- Welcome
- Intro to Appreciative Inquiry (AI)
- How does AI Create Sustainable Change?
- Discovering the Strengths of CBODN
- Report Outs
- Guiding Principles of AI
- Wrap Up



Why Use Appreciative Inquiry (AI)?



“No problem can be solved from the same level of consciousness that created it. We must learn to see the world anew.”

— Albert Einstein

What is Appreciative Inquiry?

Why is AI different from other approaches?

Problem Solving (Deficit Based)

- ▣ Identify problem
- ▣ Conduct root cause analysis
- ▣ Brainstorm solutions & analyze
- ▣ Develop treatment - action plans or interventions

Problem Metaphor:
Organizations are machines
“Problems to be solved”

Appreciative Inquiry (Strengths Led Change)

- ▣ Appreciate “Best of what is”
- ▣ Imagine “What might be”
- ▣ Design “What should be”
- ▣ Deliver “What will be”

Mystery Metaphor:
Living systems, webs of
relatedness
“Worlds of infinite strengths”



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a better life for each • a better Cincinnati for all



The Landing School
Educating Future Leaders for the Marine Industry



THE WESTIN
SAVANNAH HARBOR
GOLF RESORT & SPA



How Does an Appreciative Inquiry Summit Work?

How AI creates Change?

DISCOVERY

What gives life?

Appreciation builds personal confidence based on the past

DREAM

What might be?

Creates personal positive image of the future

**AFFIRMATIVE
TOPIC**



DELIVER

How to empower, learn and improvise?

Urges you to take personal responsibility

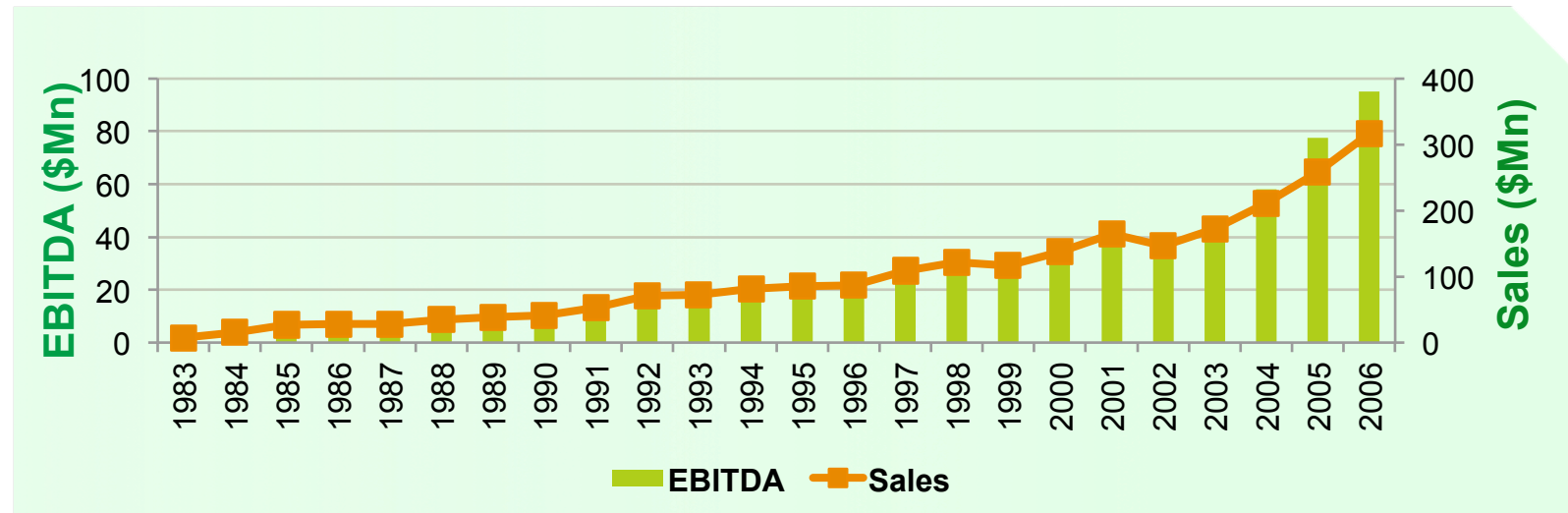
DESIGN

What should be the ideal?

Find personal pathways from present reality to your dream.

Topic Re-framing Can Lead to Exciting Breakthrough Results

- Is environmental regulation or “social responsibility” a **burden or a business opportunity** for breakthrough profit and new value?
- Is the topic how to reduce harm? Or how to unleash “eco-
imagination” & “high purpose profit?” – Fairmount Minerals Case Clipping



Case Study

**FAIRMOUNT
MINERALS
SUSTAINABLE
DEVELOPMENT**

TOPIC:

**CBODN: Local, Neighborly,
Providing Just in Time Support**

WORKSHOP

**Discovering the Best of
CBODN**

What's Your High Point Moment?

- Turn to the person next to you.
- Tell them about your high point moment of being involved with CBODN.
- What strengths were involved? What are the root causes of success?
- Envision the future: How is CBODN local, neighborly, and connected with people in area or region?



Opening Interview

- A→B (10 min)
- B→A (10 min)
- Spirit of discovery— strengths, aspirations, opportunities, results
- Take brief notes
- At the end.. summary & thanks
- Return @ ...



Report Out

- At your table choose a reporter, a facilitator and a time keeper
Share a one minute summary of your interview
- Take brief notes
- Prepare a 2 minute report out



What Makes An Appreciative Inquiry Summit Work?

What it takes to pull off an AI Summit?



1

Invite your sponsors

- Representatives from across your organization

2

Plan your summit

- Select your topic, your participants and your design

3

Hold your summit

- This may be anything from 1 – 3 days

4

Report on your summit

- Share the outputs from your Summit

5

Support delivery teams

- Connect and encourage people delivering post-summit activities

What are the Guiding Principles of AI?

We live in a world that our questions create

- (Constructionist Principle)

What we focus on grows

- (Poetic Principle)

Change begins with the first question we ask

- (Principle of Simultaneity)

Positive images pull us forward

- (Anticipatory Principle)

Positive emotions lead to positive actions

- (Positive Principle)

Transformational AI

Two principles:

1. a focus on changing how people think instead of what people do, and
2. a focus on supporting self-organizing change processes that flow from new ideas.

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a better life for each • a better Cincinnati for all



Strengths Revolution

- In 2001, only **2 out of 10** employees did what they do **best** at work.
- In 2015, **5 out of 10** people are building on their strengths.

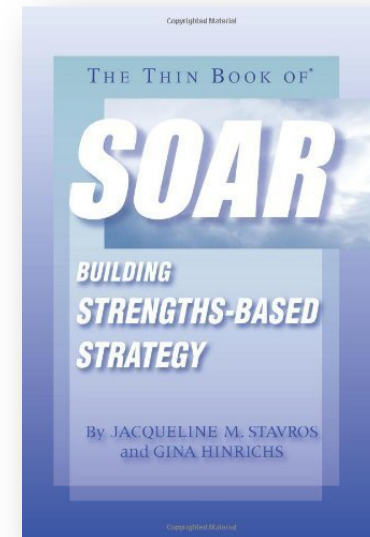
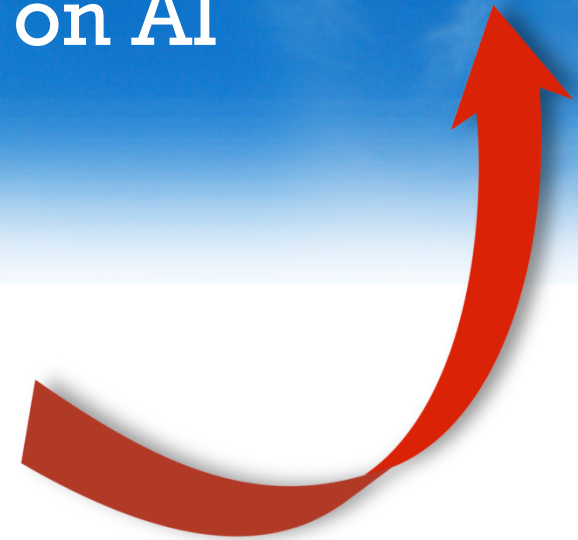
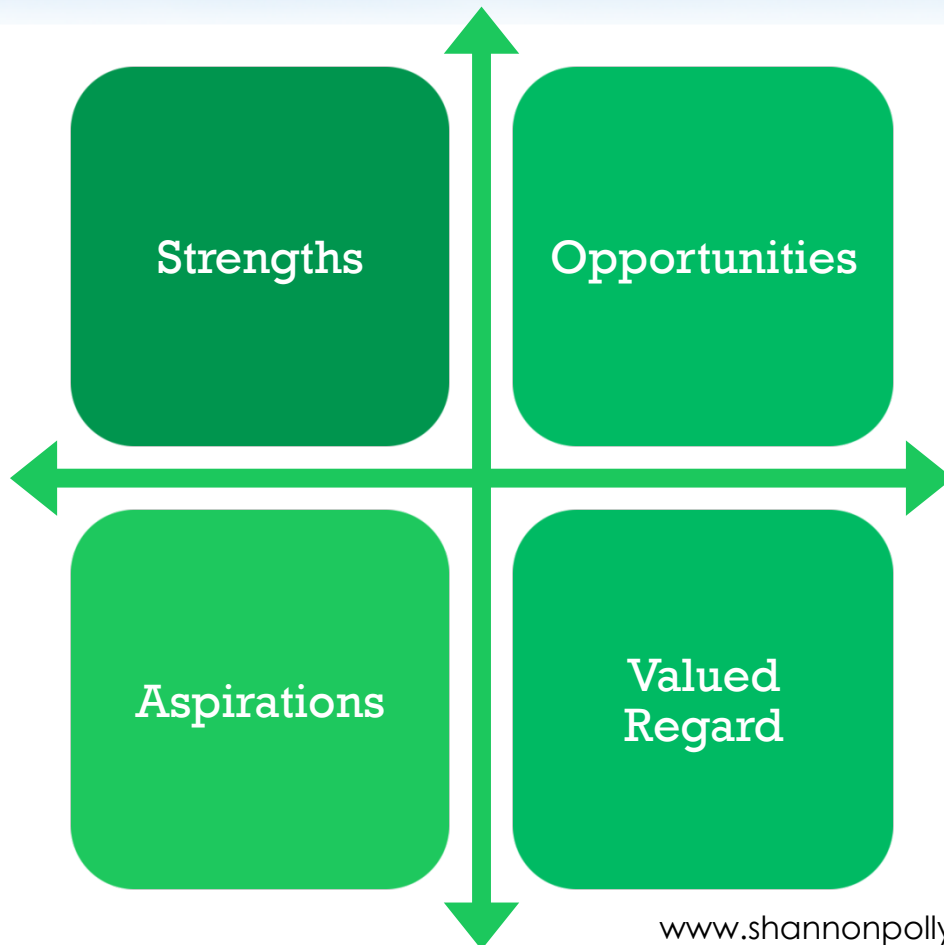
- 49% of employees are still able to name their strengths and 26% still find the opportunity to do what they do best each day.
- 71% of employees who believe their managers can name their strengths feel engaged and energized by their work. These employees are the most likely (61%) to be leaping out of bed in the morning to get to work.
- For those organizations who are focused on strengths, 77% of their employees report they are flourishing, engaged and able to make things happen at work.

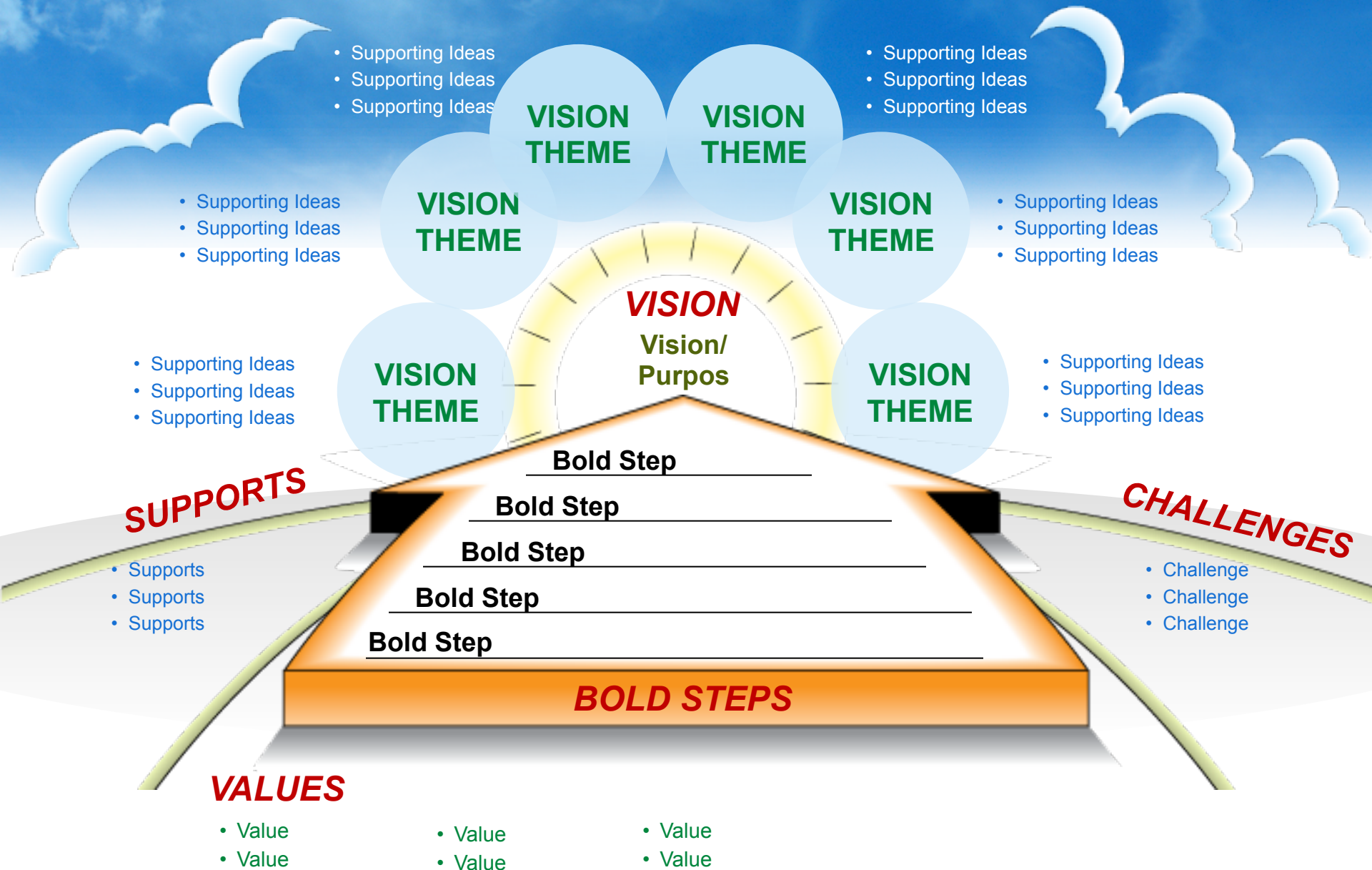
Think about an upcoming change...

- How could AI sustain that change based on what you have learned today?
- Turn to your partner
- Discuss (5 min each)

Cooperrider's New Thinking on AI

■ From SWOT to SOAR





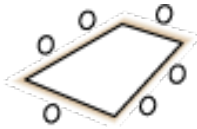
Gameplan

TEAM/ RESOURCES

Sponsor:

Leader:
John Doe

Member:
Jane Doe



Member:
Jane Doe

Leader:
John Doe

Resources:

STAGES/TASKS

Q1 2014	Q2 2014	Q3 2014	Q4 2014
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SUCCESS FACTORS

Success
Factor



Success
Factor



Success
Factor



Success
Factor



Success
Factor

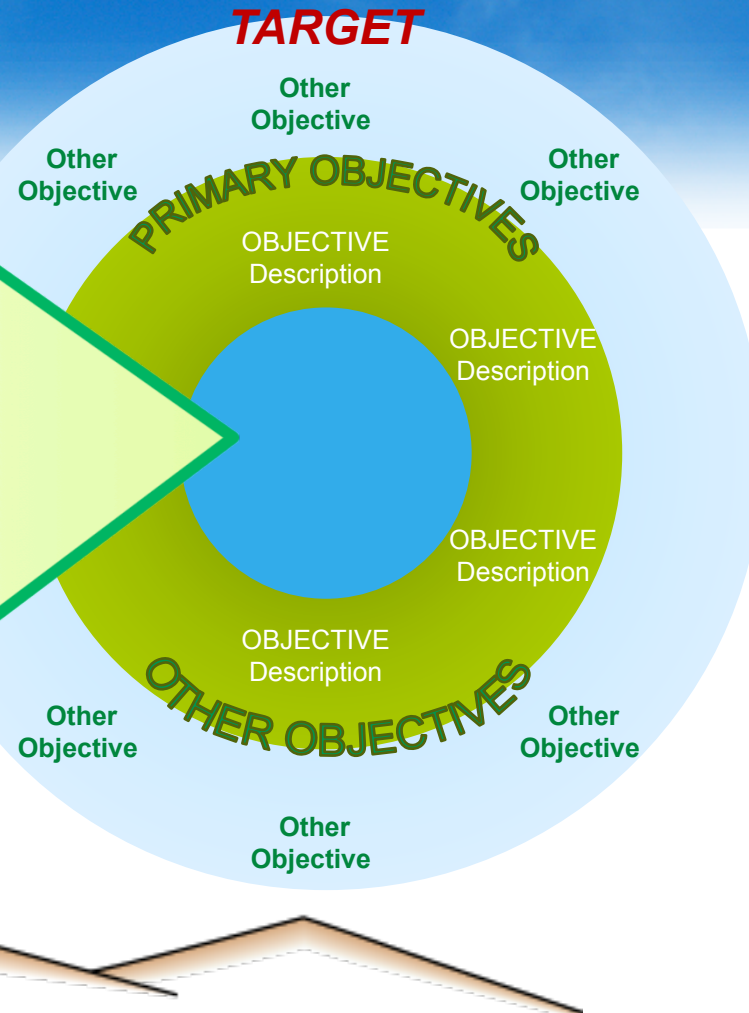


CHALLENGES

- Challenge
- Challenge

- Challenge
- Challenge

- Challenge
- Challenge



Using AI at Work

- Hold an AI Summit
- What Good is Positive Business?
- Your handout
 - References



Why Use Appreciative Inquiry (AI)?



“The task of leadership is to create an alignment of strengths... making a system’s weaknesses irrelevant.”

— Peter Drucker

Action Plan

- What is your **top insight** from the workshop?

And

- What is the **smallest change** that could have the biggest impact?





The Power of Questions





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Shannon Polly + Associates

International Positive Psychology Association

June 25-28

Orlando, FL

Positive Presenting & Tools for Building Strengths

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**Sign up at the website for free white paper on
employee well-being.**

Thank You!

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