

INCORPORATING THE APPRECIATIVE INQUIRY MODEL INTO YOUR COMMUNICATION

“Appreciative conversations inspire belief in the possibility of a strong and loving relationship or a climate where people thrive.”

— Cheri Torres

VALIDATING STATEMENTS	INVALIDATING STATEMENTS
I can see you're really upset	At least it's not... or It could be worse
That must be very frustrating	I'm sorry you feel that way
That makes sense to me	I hate when that happens to me
How can I help?	You should feel lucky, blessed, what's the big deal
What a tough spot	You shouldn't feel that way
I bet you feel disappointed	Have you tried...
Here's what I'm hearing you say...	What you did was wrong/right/good/bad
I can see how hard you're working...	How do you think this makes me feel
Help me understand what you're thinking.	I bet they were just....
Sounds like you're having a rough day.	I'm not having this discussion now
What happened? (Avoid asking, "What is wrong?")	Don't bring that up again
I value your ability to...	Just ignore them
I believe we can figure this out together.	

Source: Conversations Worth Having Jackie Stavros and Cheri Torres

GENERATIVE QUESTIONS THAT SHIFT TONE AND DIRECTION

Build Connection	<p>What do you think? Can you tell me more, specifically what you'd like? How do you see it? I can see this is upsetting for you. How can I support you? What exactly happened?</p>
Shared Understanding	<p>What was your experience? What are you hoping will happen here? What do you think needs to happen? May I share my experience? How might we come to a shared understanding about this, so we can move forward together?</p>
Create Shared Outcomes	<p>What are you hoping will happen here? What do you think needs to happen? Imagine the outcome works for everyone. What would that look like for you? What needs to happen for you for this to work? If we were designing this from scratch, what would it look like?</p>
Make the Invisible Visible	<p>What assumptions are we making? What exactly are we hoping to accomplish here? What do you believe? How might our past experiences or biases be impacting what's possible here?</p>
Identify Strengths and Best Practices	<p>What strengths do you bring to this team? When have you been part of a high-performance team? Tell me about it. Who's doing a really good job at this? What might we learn from them?</p>
Generate Possibilities	<p>How might we... What if there were no boundaries? How are others managing to do this? Imagine the way forward was easy and meaningful. What might that look like? If money was no object, what might we do here? If we had no money, how might we accomplish this?</p>
Feedback/Feedforward	<p>"What if..." "Yes, and..." "How might..." "Let's try..."</p>

Source: Conversations Worth Having Jackie Stavros and Cheri Torres

“Conversations worth having enliven people, strengthen relationships, unleash creativity, and move organizations forward fast.”

— Jackie Stavros

Examples of Team Generative Questions:

Who are we when we are at our best?

When has your work been fun and engaging? Tell me the story.
What contributed to it being fun and engaging?

How might we best collaborate and support our success?

Exceeding the expectations of our customers

When have we exceeded our customers expectations in the past? What did we do that went beyond the expected?

What can we do to make every customer a raving fan?

People love working here!

When you are most engaged and happy working here, what is happening for you?

How do you contribute to making this a place people love to work?

What three wishes do you have to make this the best workplace ever?

Source: Conversations Worth Having Jackie Stavros and Cheri Torres

“No matter how complex the challenge or problem you face at work, at home, or in your community, you can have a great conversation about it.”

— Jackie Stavros

Achieving the outcomes I want.

How can I create a mindset that motivates me to work?

How will it feel when I've achieved my goal?

What three things might I do to inspire action?

Meaningful work fuels high engagement.

When does work feel most meaningful to you?

When have you experienced high engagement? Tell me about your experience.
What were the conditions that inspired engagement?

What are two things we could do to make everything we do more meaningful?

NOTES:

Source: Conversations Worth Having Jackie Stavros and Cheri Torres

QUESTIONS TO ASK YOURSELF BEFORE AN IMPORTANT CONVERSATION/DIALOGUE:

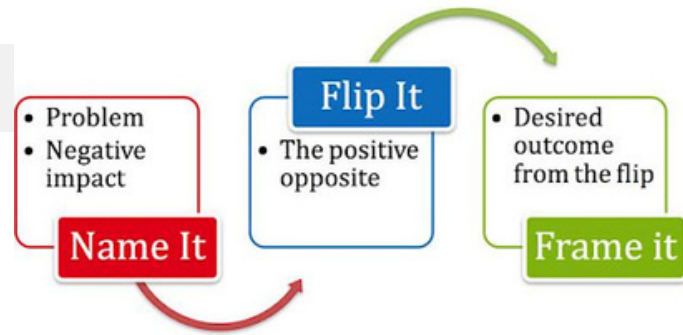
1. What is this about? _____
2. What assumptions am I making? _____
3. What do I really want? _____
4. What else is going on? _____
5. _____
6. _____
7. _____

PROBLEM SOLVING STRATEGY

Create a Positive Frame by Flipping the Problem and then coming up with a Frame for better questions.

Flip these statements (just the flip)

1. Low morale _____
2. 40% quiet quitting _____
3. Disrespect my boss _____
4. Not hitting our numbers _____
5. Total dysfunction _____



NOW COME UP WITH 5 OF YOUR OWN PROBLEMS:

Name it-Flip it-and Frame it

For each flip write some questions or ideas that could be helpful

1. _____

2. _____

3.

4.

5.

REFLECTIONS OF CONVERSATIONS WORTH HAVING

Changes I want to make:

GENERATIVE QUESTIONS

SURFACE STRENGTHS

Allow strengths and experience to emerge.

SHARED VISION

Engage everyone and generate understanding.

CREATES ROADMAP

Inform what we might do and the results we might want.

INVITE IMAGINATION

Make way for new knowledge, creativity, and innovation.

UNCOVER POTENTIAL

Identify new ways of thinking, new opportunities, possibilities, and aspirations.

NURTURE RELATIONSHIPS

Deepen connections with others.

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MY GENERATIVE QUESTIONS
