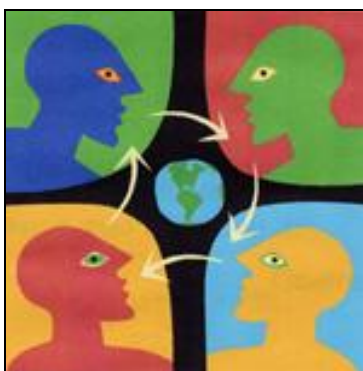


**Words Create Worlds®
July to September 2010
Appreciative Inquiry Certified Facilitators**



Congratulations to newly Certified Appreciative Inquiry Facilitators (AICF) **Kyle Hannah** (AIFT 2010 Las Vegas), **Larry Robinson** (AIFT 2010 Las Vegas), **Maria Schnell** (AIFT 2010 Chesapeake College), and the following teams - **Amy Biddle, Jayn Devney, Carl Landry, Bill Lee, Melissa Miller,** and **Diana Sadler** from Southeast, Inc. (AIFT 2009, Las Vegas) and **Rolene Pryor** and **Kelly Saretsky** from the College of the North Atlantic – Qatar (AIFT 2010 Las Vegas)

NEWLY CERTIFIED AI FACILITATORS - CURRENT AND PAST CASE STUDIES/STORIES OF SUCCESS CAN BE FOUND ON OUR BLOG – UNDER RESOURCES (WHEN WE HAVE PERMISSION TO PUBLISH):

[HTTP://COMPANYOFEXPERTS.NET/BIZ/RESOURCES/SUCCESS-STORIES/](http://COMPANYOFEXPERTS.NET/BIZ/RESOURCES/SUCCESS-STORIES/) WHILE YOU ARE THERE PLEASE CHECK OUT OUR NEW EVENTS [HTTP://COMPANYOFEXPERTS.NET/BIZ/CALENDAR/](http://COMPANYOFEXPERTS.NET/BIZ/CALENDAR/)

Each of these newly certified Facilitators completed the four-day intensive training followed by a supervised practicum including their documentation. We have a number of inquiries that were individual or small group based rather than organizational. As such we do not have permission to print those.

“Whether you think you can or whether you think you can’t ...you’re right”
Henry Ford

These new facilitators are pioneers in this welcoming process and include practicum’s completed in education, healthcare and business.

Kyle Hannah – Motivating Teachers to Create Positive Change within Learning Environments.

Two schools participated in the inquiry for Kyle’s practicum and included principals, teachers, instructional assistants, library media clerks and administrative assistants.

Kyle's personal reflection says it best "before this experience, as a principal and as a facilitator, I tended to be the problem solver...if I didn't have the answer; I was going to find the answer. After going through the AI process, I was learning to let go and became very comfortable with the teachers finding their own answers. As the inquiry process went on, the focus became the Provocative Propositions and making a difference for students. I found myself in the middle of it all coaching and guiding the staffs towards the preferred futures they had created for themselves and their students. This in its self was my personal best experience, and I am excited for the future of our school communities."



Larry Robinson – Appreciative Inquiry for Strategic Planning

This inquiry was with the Salamanca City Central School District as a continuation of a multi-year strategic planning process.

Moving from problem solving to possibilities, as Larry learned, is more a journey that a straight line. As a AI facilitator learning to trust the process is one of those side trips that we make along the way in our own journey. The facilitator role is different than with traditional problem solving.

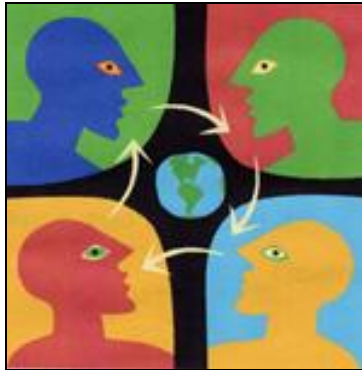


Maria Schnell – *Creating Revolutionary Change*

Quote from the inquiry "AI is the key to ensuring that we are always moving in a positive growth pattern as a company."

This was a multiple inquiry practicum – 10 inquiries in total - 4 hour sessions for one month at a session a week. This inquiry allowed for all of the individuals to have a voice, and the outcomes are substantial according to Maria and the interview data gathered.

Maria's greatest learning experience: Time keepers are pivotal to the success of an AI Inquiry. There are so many different topics flying around, and the passion and excitement is wonderful and strong; however there really is a need for a time keeper. I had decided to allow for the group to self regulate, and it was un-successful. I had the group assign the time keeper role half way through the first Inquiry, and the change in structure was undeniable. The importance of the Time Keeper was extremely important and I will continue to utilize this technique.



Amy Biddle, Jayn Devney, Carl Landry, Bill Lee, Melissa Miller and Diana Sadler

Southeast Inc., included a large team to begin the AIFT together and formed a dynamic team. They began meeting immediately after their training to plan the role-out and implementation of AI at Southeast, Inc.

They elected to use the generic interview guide with slight modification. Forty three people participated in the paired, face to face interviews. The themes gleaned from the paired interviews were reduced to six using the scatter gram activity. Those were: *energized optimism, mutual trust, optimism, compassion, hope, and teamwork.*

“We found the Provocative Propositions to be such powerful statements that they were shared with all staff at the annual holiday party and are posted in many places throughout the organization. They are available on the intranet site as well.

The Southeast organization has changed appreciably since the inquiry. Participating employees seem to be approaching their colleagues with more compassion and trust. They are speaking hopefully about SE's ability to be successful in this very difficult financial time. They look for opportunities to help peers identify strengths in lieu of weaknesses”



Rolene Pryor and Kelly Saretsky – Creating the Future

Rolene and Kelly immediately began planning for their college strategic planning summit. Their inquiry included students, alumni, employees, business and community members. Rolene had hoped for “data” on which to base the strategic planning document and they did. Rolene and Kelly are working on bring AI into more elements of the college culture.

We look forward to hearing more from all of these new AI Facilitators!

WORDS CREATE WORLDS – LOOKING FOR A PAST ISSUE?

You will find all past issues of Words Create Worlds and our 20th anniversary edition with great stories on the Resources section of our blog: <http://companyofexperts.net/biz/resources/e-news>. Let us know if you have a case study or success story that you may want to profile on our blog! We invite you to explore the blog and our changing website. If you would like to be a contributor to the blog, please let us know. Also, we have a forum that we are hoping our AIFT Graduates will start to use to share, learn and explore Ai.

BRINGING TRAINING AND WORKSHOPS TO YOU – ONLINE

Company of Experts now offers workshops and training online! By offering customizable training solutions, cost efficient learning and training on demand, you have the same great workshops as our face to face trainings and workshops, saving you time and money. We have partnered with Fintelo (a learning management software), which opens new doors for the Company of Experts, providing us the opportunity to design and deliver quality online programs. We can support your current staff development services.

WEBINARS FROM OUR FALL SCHEDULE (TO BE UPDATED AND ADDED TO FOR THE WINTER AND SPRING)

Appreciative Inquiry and Families: Parents and Teens – Cheri Torres

Healing the Healthcare Organization - Kristen Crusoe

Co-Creating a Sustainable Future: Practicing Ai Every Day – Cheri Torres

Positive Approaches to Outstanding Performance – Ray Wells

Managing Conflict – Kathy Becker

Time Management – Kathy Becker

Recorded Webinars are also available in a package ready for your professional development library.

If you are interested in becoming a presenter for a future webinar or online workshop, please contact me - Kathy@companyofexperts.net, I would love to hear your ideas!

We are planning our 2011 schedule and are looking for locations for our programs listed below. If you have recommendations, please let us know.

Appreciative Inquiry Facilitator Training (AIFT)

Our successful four-day program designed to train facilitators and more. Please visit the Center for Appreciative Inquiry for more information:

<http://centerforappreciativeinquiry.net/> -

Locations for 2011 include Australia and San Diego, CA

Leadership Development Institute (LDI)

A series of one-half day programs offered on-site to your leadership team. A two-day leadership program based on appreciative inquiry is also available:

<http://leadershipdevelopmentinstitute.net/>

Department Chair Institute (DCI)

The DCI has outstanding content and has received accolades from participants:

<http://departmentchairinstitute.net/>

If you would like to talk about a program on-site or if you would like to attend one of the trainings, email Kathy@companyofexperts.net or call us at (702) 228-4699. We are looking to add to our schedule currently under development.

The AIFT schedule is updated as new trainings are added. We invite you to visit our new event calendar: <http://companyofexperts.net/biz/calendar/>. You can check out all of current offerings and with an easy click register online for any event!

Book on Appreciative Inquiry

Nancy Stetson's book has received great reviews and is available for purchase! Nancy has worked closely with community colleges, engaging them and encouraging them to look toward the future and build on their strengths using an Appreciative Inquiry approach.

Stories of Positive Change in the Community College: Appreciative Inquiry in Action, published by the Company of Experts, is now available as a soft-cover book and as a download. Nancy captures AI in action and produces outcomes using the stories of community colleges. This translates into an easy to read book that provides step by

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step answers to How Did They Do That? For more information or to purchase this new book, visit <http://www.companyofexperts.net>.

To Purchase the following videos used in the AIFT – mention “Company of Experts” when you call/contact these companies for special pricing!

Celebrate What’s Right with the World. Contact: Richard Gaynor, Star Thrower Dist., Saint Paul, MN 55101, 866.236.3050 | 651.209.1075, richard@starthrower.com.

Power of Words. Contact CRM Learning 800.421.0833

Referral Program

Every time you refer a friend who participates in an event - regardless if it is an onsite training, online workshop, or webinar - you will receive a credit equal to 10% of the event price that may be applied toward any event of your choice. Just have them mention your name on their registration.

Wishing each of you hope, health and happiness.

Kathy Becker, M.A., AICF (Appreciative Inquiry Certified Facilitator ©)

Editor, Words Create Worlds

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<http://centerforforappreciativeinquiry.net>