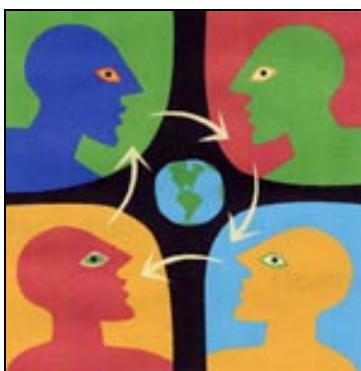


**Words Create Worlds®
July to September 2009
Appreciative Inquiry Certified Facilitators**



Congratulations to newly Certified Appreciative Inquiry Facilitators (AICF) **Tricia Brown**, VP Corporate Affairs, Northeast Health, and the team of **Joan Grebe** and **Joyce Orecchia** both are independent consultants.

FOR OUR CERTIFIED AIFT FACILITATORS: Thank you to Joyce Orecchia who asked about using her new certification for her signature line. With a lot of planning and debate - we will begin using AICF (Appreciative Inquiry Certified Facilitator) in our signature lines to denote the achievement of each of our certified facilitators and encourage each of you to do so as well.

We are in the process of developing new programs to meet the needs of Certified Facilitators. We will be rolling this out in 2010.

NEWLY CERTIFIED AI FACILITATORS

TRICIA BROWN attended the AIFT held at Springfield Technical Community College, MA, November 3 to 6, 2009.

FOR THE INQUIRY: Tricia's inquiry was with the Corporate-Housing Finance Department of Northeast Health. This is a regional, comprehensive, not-for-profit network of healthcare, supportive housing and community services. Northeast Health provides an array of healthcare services, including primary care, acute care, surgical, imaging, laboratory, emergency services, behavioral health, chronic and long-term care, rehabilitation, community-based, adult day care, home care services, assisted living and retirement housing. Northeast Health serves 22 counties in the Capital Region of upstate New York and cares for more than 175,000 people.

The Northeast Health core group of eleven were representatives of accounting and bookkeeping as well as additional support team members. According to Tricia, this department was a "Lean Learning Lab" as she had been facilitating training sessions

with them monthly on the lean principles. Lean is the Toyota Production System, which they are applying to healthcare and as part of that lab, Tricia has incorporated Appreciative Inquiry.

The core group identified “Positive Communication” as the topic for the inquiry. A modified interview guide was designed and the group conducted face to face, paired interviews.

Provocative Proposition (PP)

We ~~will~~ work together as a team with mutual respect and ~~will~~ provide the highest level of customer service possible.

The Strategic Intentions that led to the PP were

- ✚ Understanding the “big picture” and each others’ needs
- ✚ Establishing relationships to enhance mutual respect
- ✚ Continuous Improvement (fresh eyes, learn from mistakes)

TRICIA REPORTS: That she had been a bit nervous about this facilitation even though she is an experienced facilitator. This team had experienced about 50% turnover and have restructured their department. Tricia indicated that her facilitations in the past have been process-based and communication seemed much larger to her and she wondered if it was viewed as a cultural barrier. Prior to developing her facilitation, she had concerns that it was too “fuzzy” to be taken seriously by the participants. As she got deeper into her planning, Tricia began to feel stronger about the topic.

Her “personal best” experience related to facilitating this Inquiry was first seeing the team members “come alive during their breakouts –they were excited about the overall workshop and the theme”.



JOAN M. GREBE, AND JOYCE ORECCHIA attended the 2008 AIFT at St. Paul’s Episcopal Church in Walnut Creek, CA. They worked as a team for their facilitation.

FOR THE INQUIRY: Joan and Joyce chose to facilitate their inquiry with the Redwood Community Health Coalition (RCHC). The RCHC is a coalition of community health centers across its region. RCHC supports its members' mission to provide high-quality cost-efficient care to all, regardless of ability to pay. RCHC focuses its efforts on championing health care reform on a local, state, and national level; developing network-based systems to support health centers to continually improve the care and service for their patients, and linking communities and families to social and medical services throughout the counties and improve access to health care services.

The core team created the topic of inquiry around teamwork and communication. Optimal teamwork and communication is integral to insuring a smooth transition to a Patient Centered Medical Home model and to the success of both the implementation of the Electronic Health Records and the creation of a new culture." As we approach the necessary changes, we decided we can make it most successful by building on the best experiences the Health Center has had in teamwork and communication during change".

This inquiry involved 12 health centers. "We wanted participants to co-mingle with other sso that they were able to gain new perspectives from each other. For the paired interviews, we paired participants with people they did not know from other health centers". Each Health Center developed a provocative proposition and an Appreciative Inquiry Action Plan. The feedback from several health centers included:

- ✚ We use five positive questions to start our day
- ✚ We will use an Appreciative Approach to parents who are resistant to shots for their children to reframe how we inform them
- ✚ Our provider meetings start with an AI approach – less whining
- ✚ I made an interview/assignment tool using AI principles
- ✚ Less problem focus and more focus on vision

JOAN REPORTS ON HER LEARNINGS ABOUT SELF: Spend less time explaining theory so that they have more time for them to be in action.

JOYCE REPORTS ON HER LEARNINGS ABOUT SELF: Allow the process to be more organic and not be so controlling about specific allotted time commitments.

TIP: The timing of this process would be better suited earlier in the day and not after people have worked a half-day. It may be better as a stand-alone presentation and not following two other presentations.

The personal best experiences for both: We enjoyed the energy that happened when they identified themes and positive cores. We witnessed energy, teamwork, and openness which occurred while they worked on their visual metaphors. We watched people have fun, let go and let their creative juices flow. The visual metaphor in the Dream phase was a great lead-in to the Design and Deliver stages which flowed quite naturally from it.

DO YOU HAVE ARTICLES TO SHARE?

We are looking for articles written by you for our blog. If you have an article, success story or case study, we would love to publish it on our site. We also have had a radio station request articles. They are looking for articles about the use of Appreciative Inquiry that will appeal to a business audience. An article or short story should be between 850-1000 words. They will give credit to the Company of Experts and to each author with your by-line.

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 we 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 will soon be offering workshops and training online! By offering customizable training solutions, cost efficient learning and training on demand, you will 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.

SUCCESS STORY: Lane Glenn, an Expert on Call with the Company of Experts and an outstanding Appreciative Inquiry Facilitator/Trainer just completed a webinar: Strategic Planning using Appreciative Inquiry for Colleges and Universities. We had participants from Colleges, Schools and Universities from 10 States and 1 Province of Canada. Lane shared his experience at Northern Essex Community College as well as the success stories of many others who have looked to appreciative approach for their strategic planning. Lane also shared forms and process tips that were extremely helpful. The feedback has been great. Lane is already at work planning the next webinar!

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 Spring, Summer and Fall 2010 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/>

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 registration page: <http://register.companyofexperts.net>. You can check out all of current offerings and register online!

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, Inc 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 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: HelenDuBois, Sales Consultant, 800.421.0833, Ext.166
helen.dubois@crmlearning.com.

Wishing each of you hope, health and happiness.

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