

Words Create Worlds, December 2005



PETER DRUCKER LEAVES LEGACY

Peter Drucker, management guru, left us last month, at the age of 95; his wisdom will endure. **David Cooperrider**, the "father" of AI, recently interviewed Drucker during which he asked him to describe the essence of leadership. Drucker replied, "***The task of leadership is to create an alignment of strengths, making our weaknesses irrelevant.***"

AI PARTICIPANTS WANTED

Lisa Gravel, a graduate student in Pepperdine's Master of Science in Organization Development program, is looking for several people to participate in her study. It involves answering a few questions that will take only 10 minutes of your time (I know, I participated). If you are willing to complete a very short questionnaire about your experiences as an AI Facilitator, contact Lisa at <lisa@customsolutionstraining.com>.

HAPPY HOLIDAYS!

Two AI Practitioners, **Jackie Stavros** and **Cheri Torres**, have written a new book that makes a nice holiday gift for a spouse, significant other, or someone with whom you work. Called *Dynamic Relationships: Unleashing the Power of Appreciative Inquiry in Daily Living*, the book can be ordered at www.taospub.net.

Also, descriptions of each of the five DVDs that "show and tell" the five plenary sessions of the 2004 International Conference on AI

in Miami are now posted at ai.cwru.edu/intro/conference.cfm. Read the descriptions and decide whether or not you want to buy the DVDs to inspire yourself and others to the higher ground of Appreciative Inquiry. On these DVDs, Frank Barrett, David Cooperrider, Charlotte Dalsgaard, Bernard Mohr, Jim Ludema, Adrian McLean, Judy Rodgers, Tony Silbert, Jane Magruder Watkins, and Diana Whitney share cutting edge research, provocative learnings, and compelling success stories. Use them in your organization for staff development, or lend them to a potential client.

IT'S A "CLEAN SWEEP" FOR DELTA COLLEGE IN MICHIGAN: Four more AI Facilitators!

Congratulations to **Leslie Prast** <lprast@delta.edu>, Archbold Training, professor of English at Delta College in University Center, Michigan, who--together with **Connie Watson**--used Appreciative Inquiry (AI) to facilitate inquiries with faculty on their campus on the topic of "Rewarding Classes.+After the Inquiries, a number of faculty members committed to implementing Appreciative Inquiry as a first-day activity in their courses at the beginning of the new semester, enabling their students to partner with them in creating a mutually rewarding course. After gaining faculty commitment, Connie and Leslie provided a handout for faculty to use that outlines a way of adapting AI to the classroom: % Strategy for Student Engagement: Designing a Rewarding Class through Student/Instructor Collaboration."

Also at Delta College, congratulations are in order for **Tamie Grunow** <tlgrunow@delta.edu>, Archbold Training, director of human resources. Tamie facilitated an inquiry with the other folks in the human resources department on the topic of The HR Office at Its Best! The Office serves approximately 900 full and part time staff. It is an office of nine part-time and full-time people, recently reorganized the office with a new Director of Human Resources, position promotions and changes to positions within the office. The department has had tremendous technological improvements and adjustments that require skills training, process mapping, streamlining of processes, continuous quality improvement and even a physical move, for 3 months,

With Tamie facilitating, the other eight members of the office created a Provocative Proposition from their best-experience stories: ***The Human Resources Office is committed to Team Work and Communications that creates a well-informed work environment through more interaction and opportunity to gather together in order to both integrate information and improve processes that impact our office for those people we interact with--ultimately, all constituents.***

The HR Office developed some strategic initiatives: Ensure we are open and available to serve our staff and outside customers in adding services, and resources to those services; Meet weekly and monthly to add value and information; Continuously assess our processes and map new ideas for improvements in an ongoing basis; Consciously share information in order that we be able to address change; Share, with each other and others, the HR Office stories of successes.

"In the past, an informal time together weekly may have felt more like a waste of time, now, we can all see the value in the time spent and some excellent sharing and ideas have come from this in just the first week. More positive energy is already felt and I feel a responsibility to ensure we continue to follow what we've established and build on the concept of celebrating our successes and finding ways to bring those attributes to all of our work in HR collectively."

Tamie said, "A personal best for me was in realizing how much has been accomplished with our new staff with me as Director for less than a year; together, we have made much progress. Focusing on what we have done well rather than the list of 'To Do's' lifted a negative burden because we are making real strides forward. When focusing on a list of what's yet to be improved and implemented drags everyone down result in burn out of good employees."

Andrea Ursuy <alnadols@delta.edu> and **Betty Lopez** <bvlopez@delta.edu>, Archbold Training, co-facilitated an inquiry with the Association of Delta College Office Professionals (ADCOP). ADCOP is an association for support staff at Delta College. A voluntary organization, its mission is to promote professional development and provide opportunities for fellowship. Members of ADCOP join because they are committed to becoming better at work by utilizing professional development opportunities. ADCOP is

just ending its first year as an established association on campus and has approximately 40 members. In May 2005, Andrea and Betty facilitated an inquiry on the topic of "Planting a Positive Seed for Success+that took less than two hours!

The purposes of the inquiry were to: Search for the root causes of personal and professional successes; Help develop an appreciative mindset; and Help understand what we want more of in our lives.

The group identified three main themes that stood out when they told their stories. Those themes were: Valuing family; Taking pride in accomplishments at home and at work; and The importance of planning for the future.

The group created a Provocative Proposition: ***We take pride in our accomplishments, our future plans, and especially our family.***

Its strategic intentions were: Make good choices; Pick your battles; Take a %un+class; and Make a point to "make a good memory" (at work, with family, etc.).

Building on the inquiry topic, %Planting a Positive Seed for Success,+the facilitators provided the participants with seed packets and chocolate (seeds to signify growth, and chocolate for energy to continue the positive as a way of being).

Betty said that her "personal best+was the positive interaction she experienced with the participants and the fact that they were pleased with the outcomes that resulted from the AI process.

Andrea said, "I learned that facilitating an inquiry helped me to understand the AI process at a deeper level. I was also more confident in facilitating the inquiry than I had anticipated I would be. My %personal best+experience was working with one participant who thought that she was lacking in the %success department+to help her realize that she had a long list of successes to choose from, including her relationship with her daughter and a project that she recently completed at work. Her level of participation increased when she began to realize the great things that she has done throughout the past year."

**PARTICIPATE IN YOUR SECOND AIFT (AT "COST") OR
TELL A FRIEND**

www.centerforappreciativeinquiry.net

December 19-22 - Baltimore, MD
January 17-20 - Palm Springs, CA
January 30-February 2 - Philadelphia, PA
February 28-March 3 - Greensboro, NC
March 20-23 - Oceanside, CA
June 12-15 - Archbold/Toledo, OH

Wishing you the very best holiday season ever!



[Nancy Stetson](#)

Editor, Words Create Worlds