

**Words Create Worlds®
April to June 2010
Appreciative Inquiry Certified Facilitators**



Congratulations to newly Certified Appreciative Inquiry Facilitators (AICF)
Sharon Freese (2010 Las Vegas), **Sue Grolnic** (AIFT 2010 Las Vegas), **Meredith Persily Lamel** (AIFT 2010 College Park, MD), **Ellen Rosenberg** (AIFT 2009 Vancouver) **Tony Schnell** (2010 South Africa), **Luke Younge** (AIFT 2009 South Africa) and the team of **Amy Adams** and **Gilman Sullivan** (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.

Appreciative Inquiry is “welcoming the unknown as an opportunity for discovery and innovation” Barrett and Fry 2005.

These new facilitators are pioneers in this welcoming process.

Sharon Freese - Appreciative Inquiry at Truman Medical Center

Truman Medical Center is a multi-site hospital system serving the Kansas City area. TMC is a safety net hospital serving the urban core, and employs approximately 4,000 individuals. Truman Behavioral Health has approximately 400 employees, and provides a wide range of community mental health center services, as well as acute inpatient psychiatric care, and behavioral health crisis and emergency department services.

Sharon met with a core executive group to provide an executive level orientation to Appreciative Inquiry, and begin to generate ideas of how AI could be used to facilitate hospital wide change. For the inquiry, Sharon began with her department and their topic for the inquiry was “**Creating a Clear and Shared Vision for the AIMS Department**”. (AIMS - Assessment, Intake and Medication Services). We always recommend that you begin your inquiry with a smaller group.

The following are the Provocative Propositions they created:

- We foster change through mutual respect and empathy
- We create positive energy and better patient outcomes by always communicating to our colleagues
- AIMS department is a beacon of hope and support, unflinching in our determination to meet the needs of the underserved, transient and ignored people in our community
- As AIMS, we identify and implement client centered, comprehensive services to facilitate and support the client in accomplishing their goals
- We celebrate all successes for our clients and each other. We always focus our communication with clients and staff on positive achievements. The greatest gift we give our client's is HOPE in all aspects of well-being.

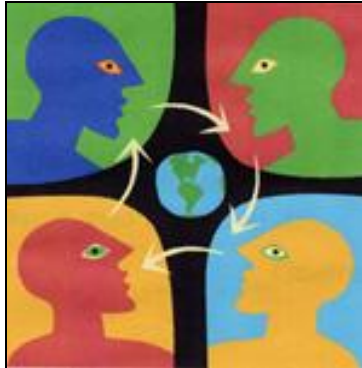


Sue Grolnic – Designed and facilitated an inquiry with a high school and school district in Northeast MA.

We learned from Sue:

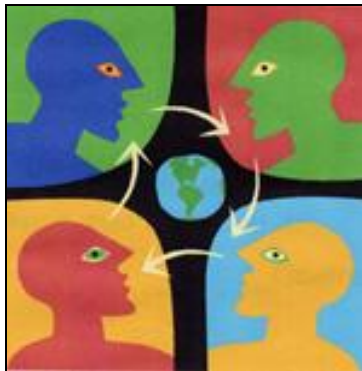
“My “personal best” experience of the day was when I was talking with each group as they were leaving. I had spoken with many of them when they came in the morning – and there had been a range of ideas about what the day would bring and what they could reasonably expect to get out of it. At the end of the day, there was consensus that they had taken real steps: they had a clear vision of where they wanted to go, and they felt confident they had a team that could get them there. Of course, we know the

journey is just beginning, but they know they're on a journey and they know where they want that journey to lead"



Meredith Persily Lamel – Appreciative Inquiry for an elected government official

This was a sensitive inquiry and hats off to Meredith for taking the chance. Her inquiry led with “Tell me a story about great leadership you have seen or experienced, an experience that changed the way you view or experience leadership. Describe how you viewed leadership before and after that experience”. Meredith gave us her personal reflection: “While this inquiry was especially focused, I was amazed at how efficiently the process enabled the group to get to where it ended up. I also was able to truly play the role of facilitator. The team did the work! I greatly appreciated the clarity of the exercises and the interactive nature of them that allowed for intensive participation among all participants. My personal “best” of the inquiry was facilitating the identification of new ways to think about leadership among the team. They moved to a more empowering, collaborative model of leadership which was very different from the prior views. I was also able to introduce and solidify the concept of “dream state” which will continue to serve them in the future.”



Ellen Rosenberg – *Wise Woman's Weekend*

Ellen organized her inquiry for a retreat. This small group has been meeting for years and agreed to experience Appreciative Inquiry with the focus to strengthen their group process. This small group experimented with SOAR (Strengths, Opportunities, Aspirations, Results) and defined their action statement:

“Aware Radiant Connected – Companions for the (Whole) Journey”



Tony Schnell – Community Organizing in rural South Africa

Tony combined work with two other facilitators to explore a topic with this rural community. Culture and language were integrated into this inquiry to gain a deeper understanding of AI.

“Many of these people have grown up in poverty and spent their life fighting for survival. This was a foreign mindset for them and especially on the first day, participants struggled a bit.” The positive topic yielded themes from the stakeholders – and the topic did not rise to the top for the participants. Clearly showing that you must say “yes to the mess!” “Day 2 was delightful as I literally saw the lights go on and the participants become more appreciative”

Ezelle Theunissen, our AIFT Trainer in South Africa, provided her reflections for Tony, “I really enjoyed the choosing of an object or symbol to represent the positive core. The provocative propositions may sound simple, but it is directly in line with the greatest African belief and famous slogan: Ubuntu mgubuntu mgabani – I am a person because of other people. Or Simunye – we are one. I think they are powerful and tap into a real positive core”



Luke Young - UNIMA South Africa is a South African Arts NGO

Luke experienced something that so many of our new facilitators express - we should always allow more time for our inquiries. His three hour inquiry extended to 3 – three

hour sessions! This is difficult as often the client/core team has allocated a limited amount of their most precious resource – time. They developed the following provocative proposition:

“We are a passionate festival of Yes people energizing the art-form through excellence, diversity & innovation”

Luke is so open and engaging as he reflected on this inquiry and his personal learning:

“A lot! For one, I had a mini-epiphany about *easy wins* - usually we want solutions to be hard - and we don't trust the easily come by ones. I realised that is because in a problem solving mindset, struggle and effort are the only ways to solve the problem, in a way they *prove* there is a problem. In an appreciative mindset, there are possibilities, and so naturally *ease is something we experience.*”

Luke is a very talented filmmaker – His film ***Tomorrow's Cities*** may viewed at <http://vimeo.com/8030989>



Amy Adams and **Gilman Sullivan** – Planning an Inquiry when the participants have time issues and questions about “this” process called AI

Amy and Gilman worked with a core team to design and facilitate their inquiry. Each core team member interviewed three to five people. Most interviews were paired, face to face however some were via telephone due to geographical distances and time constraints. Amy and Gilman would have liked more time and to have the participants all in the “room”. Their personal best was seeing how the process unfolded for this group and receiving compliments after.

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.

NEW WEBINARS (JUST A FEW OF OUR NEW LIVE WEBINARS THIS FALL):

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/>

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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 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

Wishing each of you hope, health and happiness.

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

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<http://centerforforappreciativeinquiry.net>