

Appreciative Inquiry

A Positive Approach to Project Management

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Unconscious Potential

Appreciative Inquiry

An Attitude
Not a Method



Appreciation - means to recognize and value the contributions or attributes of things and people around us.

Inquiry - means to explore and discover, in the spirit of seeking to better understand, and being open to new possibilities.



AI Philosophy

- **Appreciative Inquiry (AI)** is a way of thinking about the world around us.
- **AI** invites one to think about the things they appreciate, value, and are positive about the world.
- **AI** is a philosophy of seeing the possibilities in life, of seeing the glass half full.



Appreciative Inquiry.. Simply Put

Building ON THE Best of
What Is?

Doing more of what
works

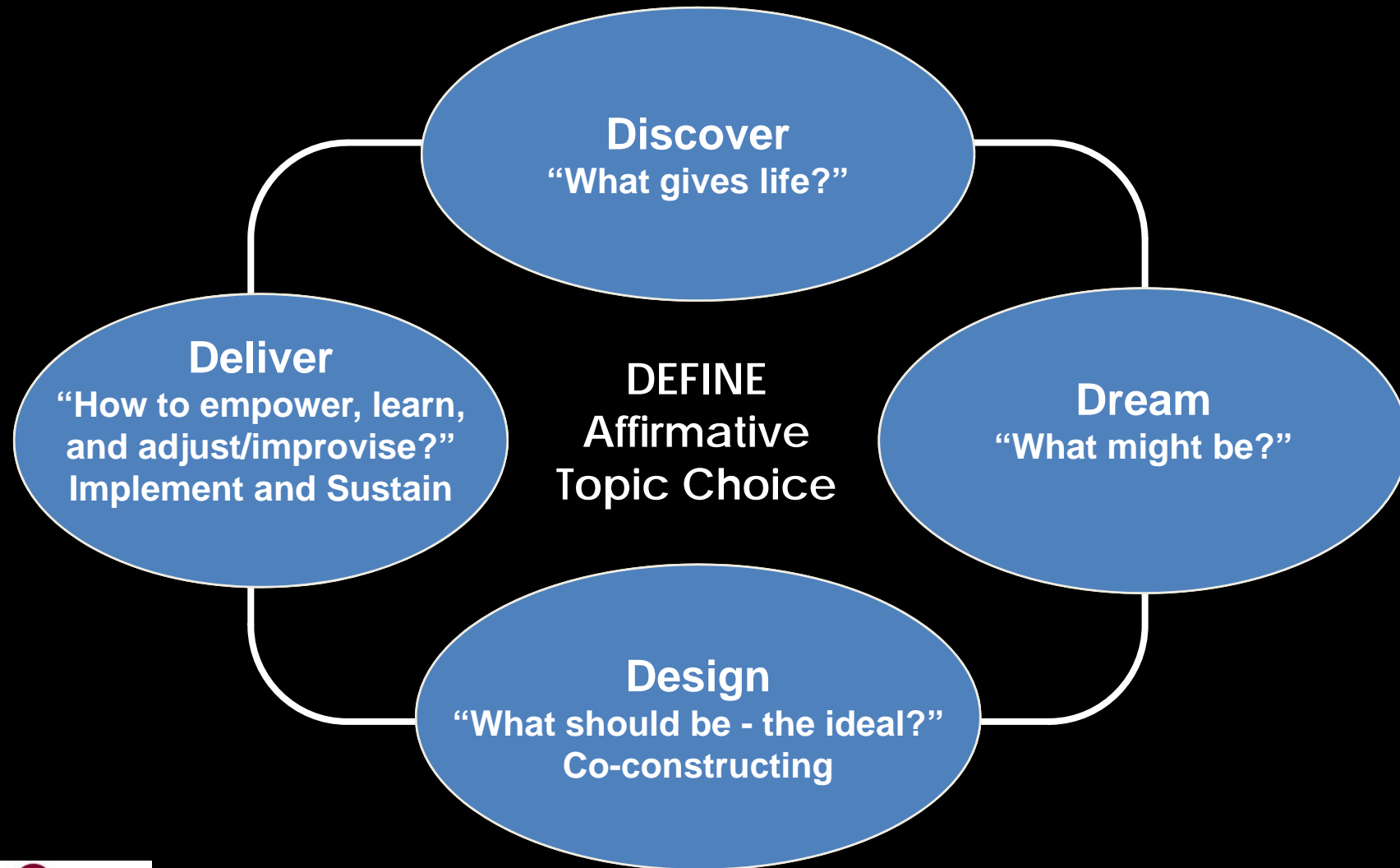


Problem Solving vs. Appreciative Inquiry

- Identify problems
 - Conduct Root Cause Analysis
 - Brainstorm Solutions & Analyze
 - Develop Action Plans
 - **Metaphor: Organisations and Projects are problems to be solved**
- Appreciate “What is” (What gives life?)
 - Imagine “What might be”
 - Determine “What Should Be”
 - Create “What Will Be”
 - **Metaphor: Organisations and Projects are a solution/mystery to be embraced**



The AI Process: The “4-D Cycle”



The Art of the Positive Question



DISCOVER: The Art of the Question

- What's the biggest problem here?
- Why do you mess up so often?
- Why do we still have those problems?
- Why does everything go wrong all the time?
- What possibilities exist that we have not thought about yet?
- What's the smallest change that could make the biggest impact?
- What solutions would have us all win?
- What makes my questions inspiring, energizing, and mobilizing?



Application of Appreciative Inquiry



Hunter Douglas

- Increase of \$10-12 million revenue
- Turnover hovers at $\leq 15\%$ down from 42%
- \$25m in cost savings during AI work
- Multiple-year winner of the STAR award
- Top “10” Places to Work



Nutrimental Foods

Before: company was undercapitalised and deeply challenged.

Within only six months, post AI Intervention

- 400% increase in profitability
- notable increase in employee satisfaction.
- one of the top 100 best companies to work for



Others

British Airways North America

Ernst & Young – Cap Gemini

John Deere Harvester Works

UN Leaders Summit



Underlying Benefits

- Builds relationships
- Creates opportunities for people to be heard
- Generates opportunities for people to dream
- Allows people to choose how they will contribute
- Gives people the support to act
- Encourages and enables people to be positive and affirming



Application Areas

- Project vision, mission, charter
- Strategy development
- Work Process Redesign
- Team Development
- Organisation Culture Change
- Employee Development
- Communications
- Stakeholder Management
- Vendor engagement
- Team development
- “Problem Solving”
- Collaborative alliances & joint ventures
- Community & customer relations
- Focus Groups
- Requirements development
- Project leadership development
- Personal performance
- Capability development
- Improving Quality
- Product Development



“We see what we look for and we miss much of what we are not looking for even though it is there... Our experience of the world is heavily influenced by where we place our attention.”

Stavros and Torres



Wondering how you can apply AI to
your project team and organisation?

Ask me how

www.unconsciouspotential.com.au

