



## What is an Appreciative Inquiry?

It's an approach for creating and sustaining change that focuses on what's working well and seeks to build on this, instead of a more traditional focus on problems and weaknesses.

This approach doesn't pretend there are no real or challenging problems, but it asks you to look at them and redefine them in a way that generates a number of positive possibilities. So instead of starting with 'what's the problem' and looking for fixes it starts with 'what's already working' and how can we build on that?

### The 5D Model:

- **Define – What is the topic of inquiry?** – It is important to define the overall focus of the inquiry (what the system wants more of). Definition is used to clarify the area of work to be considered. Definition defines the project's purpose, content, and what needs to be achieved. In this phase, the guiding question is, "What generative topic do we want to focus on together?"
- **Discover – Appreciating the best of 'what is'** – Discovery is based on a dialogue, as a way of finding 'what works'. It rediscovers and remembers the organization or community's successes, strengths and periods of excellence.
- **Dream – Imagining 'what could be'** – Imagining uses past achievements and successes identified in the discovery phase to imagine new possibilities and envisage a preferred future. It allows people to identify their dreams for a community or organization; having discovered 'what is best'. They have the chance to project it into their wishes, hopes and aspirations for the future
- **Design – Determining 'what should be'** – Design brings together the stories from discovery with the imagination and creativity from dream. We call it bringing the 'best of what is' together with 'what might be', to create 'what should be – the ideal'.
- **Deliver/Destiny – Creating 'what will be'** – The fifth stage in the 5Ds process identifies how the design is delivered, and how it's embedded into groups, communities and organizations.

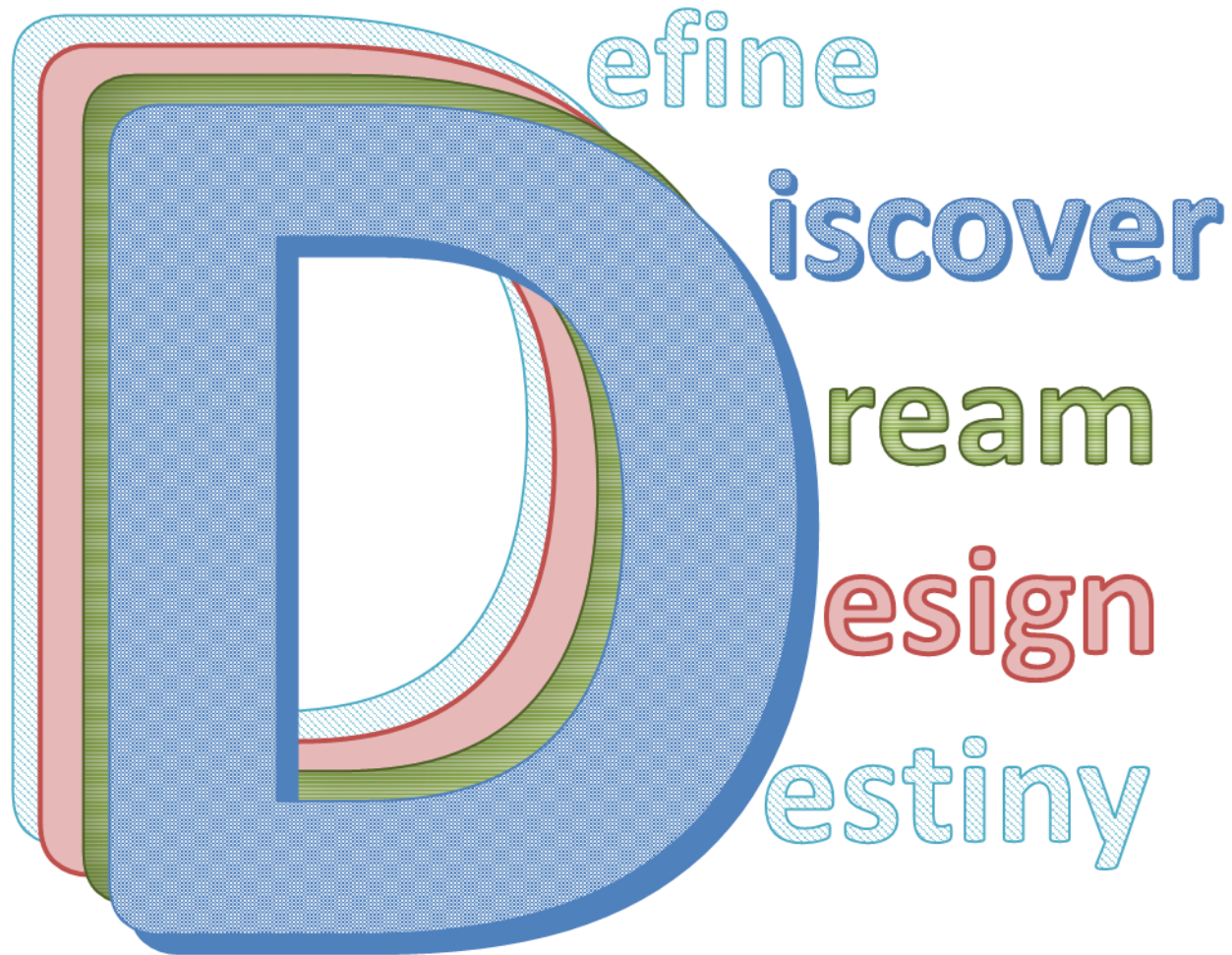
**Time needed:** 45-60minutes

**Participants:** Whole service/team who will benefit from this work.  
If you have more than 20 people, split them into smaller groups of 8-10 people for the exercise.

**Materials:**

- Post-it notes
- Pens or pencils
- Marker pens
- Play-Doh or Lego (multiple colours)

**How to do it:** Follow the steps in this presentation, referring to the notes section at the bottom for additional information.



# Define

We are going to be working on  
Enjoying Work as a team, an  
opportunity to improve staff  
satisfaction and wellbeing.



1 min

# Discover

What matters to you when you  
come to work?



# Discover

What was one memorable  
'good' day at work for you?



# Discover

What components made it a good day?



2min – 5min



# Dream

Visualise, using Play Doh or Lego, a symbol of the team if everyone had a good day everyday.

Then, give your creation a descriptive name.



Share your creation with the rest of the room – What is its descriptive name.



# Design

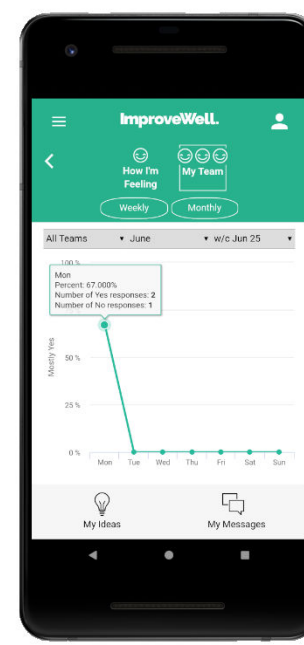
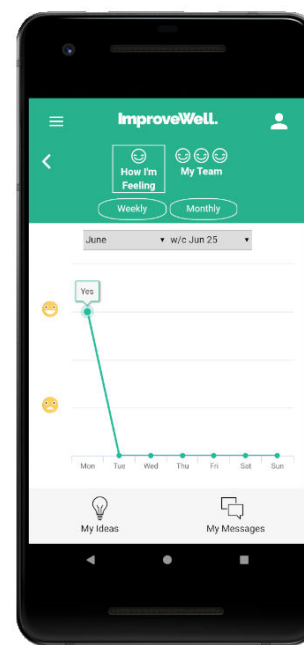
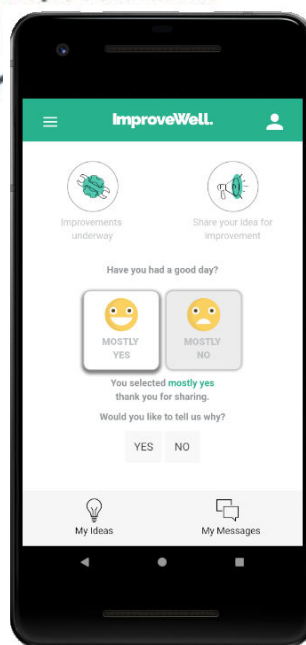
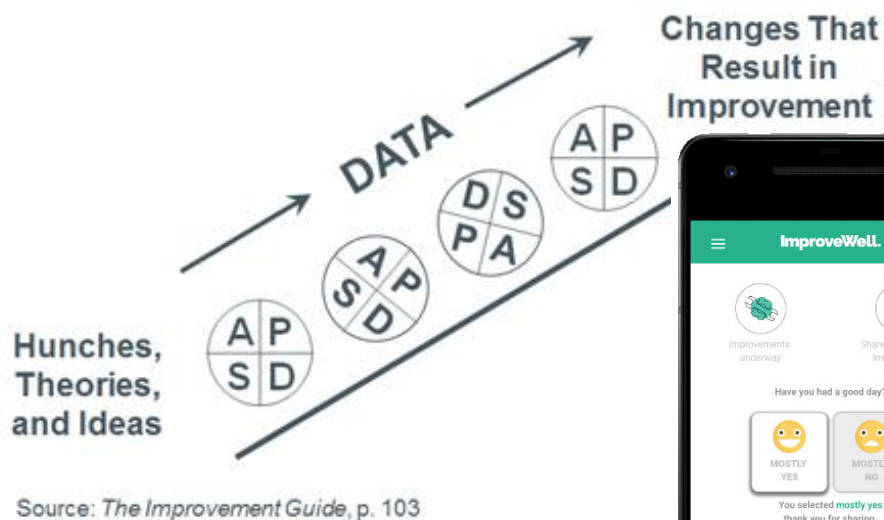
1. Who should be part of the QI Project team to coordinate this work for the team?
2. How should the project team involve and engage the rest of the team?
3. Confirm or appoint Project Lead, Data Champion, QI Coach, QI Sponsor.



10min



# Destiny



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Once registered, can also be used via internet browser.

