Innovation in HPOG:

A Facilitated Learning Experience Using Appreciative Inquiry Prep Webinar

Building **Pathways** to a **Brighter** Future

HP**O**G

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OFFICE OF FAMILY ASSISTANCE

Webinar Agenda

- Welcome

- Logistics and Registration

- Facilitator Introduction

- Roundtable Overview

- Prep Instructions

Housekeeping

- This webinar is being recorded for those who were unable to attend the live presentation. A link to the recording will be provided via email.

- Please mute your telephone.

- For technical support issues during the webinar, send a message to <u>Technical Support</u> via chat.

- When prompted by the facilitator, send a message via <u>Chat</u> to <u>Everyone</u>.

Logistics and Registration

- **Grantee Roundtable Assignments:** Please review the 11/27/18 email from Kim Stupica-Dobbs regarding grantee roundtable assignments. Additional information is available on the registration [website](#).

- **Attendee Reminder:** Project Director attendance is required. The Project Director may select the other two attendees at their discretion. The attendees should be chosen based on the relevance of their role to the topic. Once OFA reviews the registration, you will receive a confirmation email from NOVA.

- Washington, D.C. – February 26th and 27th
  - Registration and Hotel Deadline: January 30th

- Denver, CO – March 12th and 13th
  - Registration and Hotel Deadline: February 18th

4

Introducing our Facilitator!

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Dr. Nicole Bossard

- Role: Innovation Roundtable Facilitator and Guide to Appreciative Inquiry

- Background

    – Nicole has delivered intensive technical assistance to multiple state and federal initiatives working to improve outcomes for families through mutually beneficial partnerships based on meaningful outcomes for all parties, including HPOG.

    – Her areas of expertise include collaborative partnerships, stakeholder engagement, and leading systems change.

    – Nicole's enthusiasm and passion for her work is known to be contagious! Watch out. You just might enjoy this!

Purpose

## Unleashing New Possibilities through Appreciative Inquiry

This roundtable is designed to help grantees identify the conditions and assets that empower and inspire innovation when the HPOG program has operated at its best.

Expectations

Building Capacity for Innovation with Appreciative Inquiry

Grantees will

1. Practice essential AI processes to experience how it can be used at your sites

2. Share program innovations and organizational strengths to build on for the future

3. Learn what innovative practices other programs have initiated and how they've made it happen
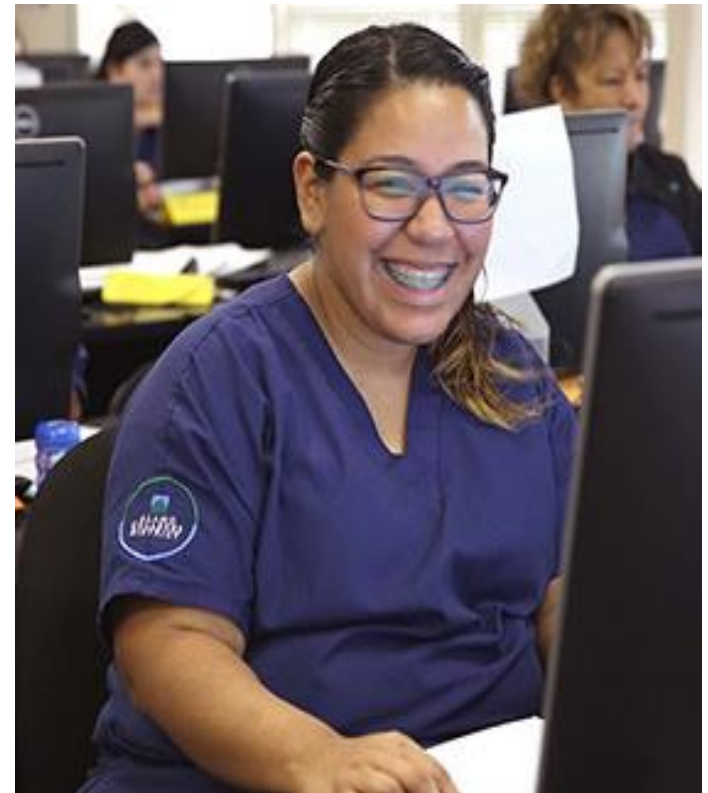
7

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Building Capacity for Innovation with Appreciative Inquiry

Grantees will expand their capacity to recognize and amplify those core factors that nurture the engagement, creativity, and momentum needed for change using the Appreciative Inquiry model and essential practice tools.

Roadmap

1. Appreciative Inquiry (AI): A Brief Introduction

2. What Makes AI Work and Why It Matters

3. AI Interviews: A Guide for Powerful Conversations

4. Preparing for the AI Roundtables on Innovation

5. Closing Comments, Questions, or Thoughts

Appreciative Inquiry Essentials

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Laying the Foundation

"In-no-vate', v."

"...make **changes in something established**, especially by **introducing new** methods, ideas, etc."

Appreciative Inquiry Essentials

Laying the Foundation

"Ap-pre'-ci-ate, v."

"…value or **admire highly**; judge with heightened understanding; **recognize with gratitude**."

"In-quire', v."

"…search into, investigate; **to seek** for information **by questioning**."

Appreciative Inquiry Essentials

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Laying the Foundation

??? Question ???

What informs what to change *and* how?

What pool of ideas, knowledge, practice, beliefs, values, information/data hopes, etc. do we visit to find the next *new* things to do?

????

Appreciative Inquiry Essentials

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Laying the Foundation

Appreciative Inquiry

"...is the study and exploration of what gives life to human systems when they function at their best."

Source: Whitney, D. and Trosten-Bloom, A. (2003). The power of appreciative inquiry: A practical guide to positive change. Berrett-Koehler: San Francisco.

Appreciative Inquiry Essentials

Core Beliefs & Assumptions of AI

1. In every community, organization, program, team, and person, SOMETHING WORKS!

2. What we focus on becomes our reality.

3. Reality is created in language and conversation.

4. The act of asking questions initiates a change.

5. People have more confidence and comfort to change or journey through uncertainty when they carry forward parts of the past.

6. If we carry parts of the past forward, they should be what is best about the past.

7. Inclusion of differences empowers the change process.

8. The language we use creates our reality.

Source: Hammond, S. (1998). The thin book of appreciative inquiry. Pgs. 20-1.

Appreciative Inquiry Essentials

Values and Principles

PRINCIPLE	DEFINITION	SUPERPOWER FACTOR
Constructionist Principle	Reality and experience are socially created through language and conversation.	*"Words create worlds."*
Poetic Principle	We can choose what we study, and what we study makes a difference.	*"What we focus on grows."*
Simultaneity Principle	The moment we ask a question, we begin to create a change.	*"Inquiry creates change."*
Anticipatory Principle	Human systems move in the direction of their images of the future...the more positive the image of the future, the more positive present day action.	*"Image inspires action."*

Source: Stratton-Berkessel, R. (2010). Appreciative inquiry for collaborative solutions: 21 strength-based workshops.

Appreciative Inquiry Essentials

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Values and Principles

PRINCIPLE	DEFINITION	SUPERPOWER FACTOR
Positive Principle	Momentum for change requires high levels of positivity and social bonding both of which are best created through positive questions that amplify the positive core.	*"Positive questions lead to positive change."*
Wholeness Principle	Bringing all stakeholders together stimulates creativity and builds collective capacity.	*"Wholeness brings out the best."*
Enactment Principle	Positive change occurs when the process used to create the change models the ideal future sought.	*"We must be the change we want to see."*
Free Choice Principle	People perform better and are more committed when they have the freedom to choose how and what they contribute.	*"Choice liberates power."*

Appreciative Inquiry Essentials

Keywords and Phrases: Anchors and Swan Songs

"Words create worlds."	*"Positive questions lead to positive change."*
"What we focus on grows."	*"Wholeness brings out the best."*
"Inquiry creates change."	*"We must be the change we want to see."*
"Image inspires action."	*"Choice liberates power."*

Concept to Practice

Appreciative Inquiry

in *Action*

AI in Action:
The Appreciative Interview

Quick Overview

What is an *Appreciative* interview?

a **conversation**, usually with a partner, based on **questions that uncover assets, conditions, circumstances, resources, and capacities** of an organization, program, team, group, or individual **when at their best**.

Source: Hammond, S. (1998). The thin book of appreciative inquiry. Pgs. 35-36.

AI in Action:
The Appreciative Interview

The What's Who: Roles, Goals, and Guideposts

- What – we defined what an *appreciative* interview is

- Who – Charlie Thompson and Janae Bradford

- Who (else?) – Appreciative Observers

  As an Appreciative Observer your job is to listen for and note patterns in conditions, enablers, drivers, and assets supporting success within each interview

- How – how all this fits together

AI in Action:
The Appreciative Interview

The What's Who: Roles, Goals, and Guideposts

1. Our HPOG AI Enthusiasts will have a conversation guided by a set of AI interview questions.

2. As the interviews occur, Appreciative Observers RISE UP, i.e., jot down what elements you hear that facilitate the peak experiences being described.

3. After each interview, share via chat what inspired or excited you and what enabling factors, conditions, processes, etc. you heard in the stories shared.

21

AI in Action:
The Appreciative Interview

The What's Who: Roles, Goals, and Guideposts

Some logistics parameters

1. Each interview will take 7-10 minutes.

2. After the first interview, we'll have a short 1-2 min reflection moment to jot down your insights.

3. After the final interview, we'll have a large group debrief.

4. I'll let Appreciative Observers know when to post your reflections to Everyone in the chat.

5. Oh yeah….no matter your role, *HAVE A BLAST!*

AI in Action:
The Appreciative Interview

Questions to Get Us Thinking

Think back over your entire career and all you've accomplished. Tell me about a specific peak experience or high point — a time when you were most energized, inspired, and proud in your career.

- What was going on?

- What was your role in the story?

- As you reflect back, what makes this experience feel like such a special moment in your career?

AI in Action:
The Appreciative Interview

Questions to Get Us Thinking

Using that same experience of awesomeness, without being humble, what do you most value about...

- Yourself and the work you were doing in your story?

- The people who were working alongside you in the experience you shared?

- What things contributed to that extraordinary experience of success or inspiration?

AI in Action:
The Appreciative Interview

Questions to Get Us Thinking

Reflecting on your peak experience story now…

- If you could name only one thing, what would you say gave life, vitality, and energy to your experience of awesomeness?

- What ONE THING was a catalyst for your experience that enabled the extraordinary?

AI in Action:
The Appreciative Interview

Questions to Get Us Thinking

If you could wave a magic wand and have three wishes to empower more of these kinds of experiences in your work — things you'd want more of or maybe even change — what would they be?

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Reflection Questions

Share via chat to <u>Everyone</u>

- 1 quotable quote or keyword that most excited or inspired you from the appreciative interview.

- 1 item you'd consider an asset, condition, strength, resource*, or capability that enabled, inspired, or empowered the successes in the peak experience you just heard.

Concept to Practice

Appreciative Inquiry

in *Action*

Part II

AI in Action: The Appreciative Interview

Guideposts Review

1. Our **HPOG AI Enthusiasts will have an AI conversation.**

2. **Appreciative Observers RISE UP** by taking note of

   – **key words or quotable quotes** that inspire or excite you

   – **enabling factors, conditions, processes, etc. you heard** in the stories shared.

AI in Action:
The Appreciative Interview

The What's Who: Roles, Goals, and Guideposts

Our operating parameters

1. Each interview will take 7-10 min each

2. I'll watch the time.

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The Appreciative Interview

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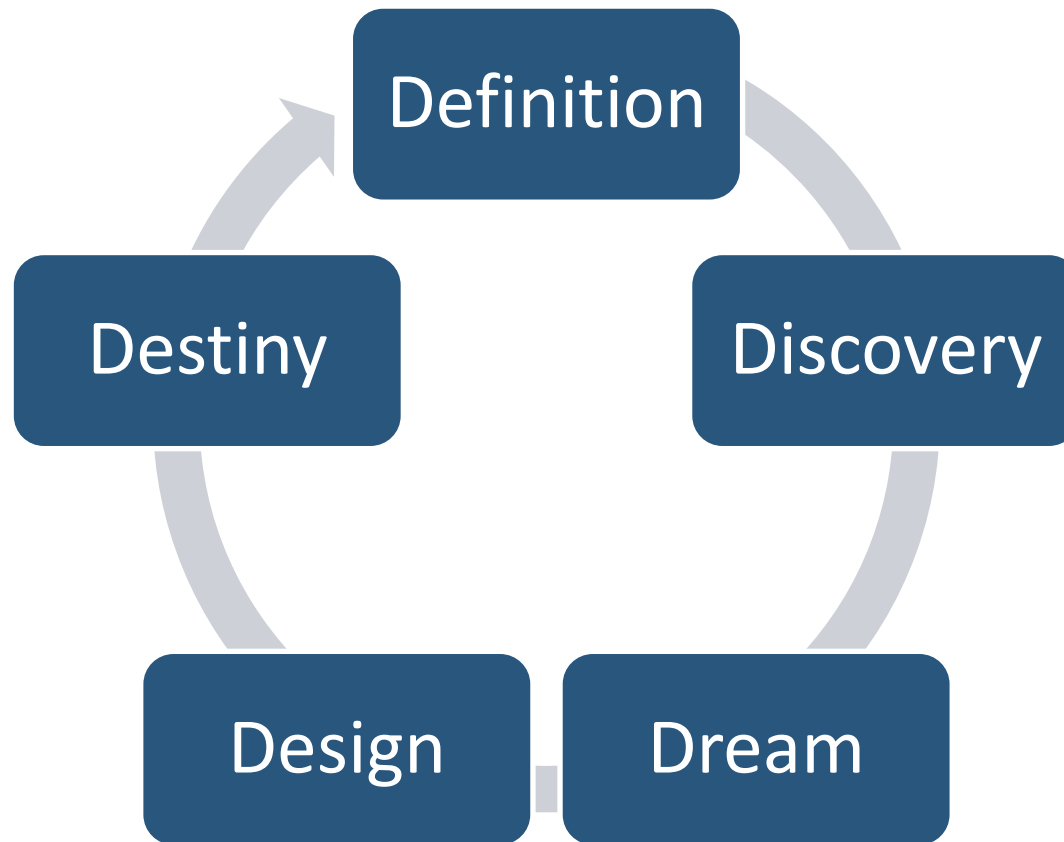
AI in Action:
The Appreciative Interview

WELCOME BACK!!!

Brief Debrief

Use Chat to send your responses and questions to <u>Everyone</u>.

Appreciative Inquiry as a Pathway to Innovation

The 5-Ds: The Core Processes of AI Approach

Appreciative Inquiry as a Pathway to Innovation

The 5-Ds: Core Processes of the AI Approach

1. Definition:	• Choose the positive as the focus of inquiry
2. Discovery:	• Inquire into stories of life-giving forces and the positive core of the program
3. Dream:	• Co-create shared visions of a preferred future
4. Design:	• Innovate ways to move toward the dream *NOW*
5. Destiny:	• Embed strategies for continuous learning, AI style

Source: Stratton-Berkessel, R. (2010). Appreciative inquiry for collaborative solutions: 21 strength-based workshops.

Appreciative Inquiry as a Pathway to Innovation

3 Core Competencies

From Novice to Ninja: Three Practices to Build Capacity for Innovation Using AI

1. Choose Affirmative Topics to Study – reframing to focus on strengths

2. Ask Positive Questions – using positive questions to move in a positive direction

3. Collaboratively Create Positive Futures – designing the future through a positive lens

Source: Henderson, M., Lee, S., Whitaker, G., & Altman, L. (2011). *Positive problem solving: How Appreciative Inquiry works.* Available at:
http://www.southcentral.edu/webdocs/research_and_planning/Strategic_Planning/7%20Appreciative%20Inquiry%20Articles/Positive%20Problem%20Solving%20sallie%20Lee.pdf

Reflective Response

??? QUESTIONS ???

1. Send your questions for OFA or Nicole via chat to <u>Q&A</u>.

2. Questions will be answered at the end of the webinar.

   – If we can't get to the questions, we'll provide written responses after the webinar.

Appreciative Inquiry as a Pathway to Innovation

Preparing for the Roundtable: What You Should Know

Roundtable Purpose

Utilize Appreciative Inquiry's highly engaging and participatory process to help each team discover, uncover, or recover examples of HPOG innovation when the program has been at its best.

Learning Objectives

- To deepen HPOG grantee knowledge and capacity to use Appreciative Inquiry as a positive, powerful, and inclusive planning tool.
- To learn and incorporate AI-generated innovations from peers into strategic plans for the future.

Roundtable Preparatory Learning Activities

Preparing for the Roundtable: What You Should Know

Expectations and Ultimate Takeaways

- The Pre-Roundtable preparation begins the learning journey.

- The two-day agenda will allow each HPOG grantee team to think about the program's life beyond HPOG 2.0 using the 5-D cycle.

- Each team will leave with

  - a clear understanding of the enabling conditions and empowering assets that have contributed to experiences of success.

  - Initial strategies to upcycle, recycle, or reimagine existing strengths and resources in new ways.

Roundtable Preparatory Learning Activities

Preparing for the Roundtable: We Invite You to:

1. Read "The Essentials of Appreciative Inquiry: A Roadmap for Creating Positive Futures" article.

2. Conduct Appreciative Interviews to inquire into HPOG program innovations you're most proud of (using the sample questionnaire).

3. Prepare a 5-min presentation on an Innovative Practice to share with your peers at the Roundtable. (Bring it on your thumb drive.)

IMPORTANT: Bring AI interview notes and highlights with you to the Innovation Roundtable.

42

Roundtable Preparatory Learning Activities

Grantee Presentation Elements

Presentations should include the following:

- What the practice is.

- What it looks like in practice.

- Who is involved in its implementation?

- What are some of the enabling conditions and empowering assets that contribute to the success of the innovation?

- What's the impact of the innovation on the program results, staff, students, and/or stakeholders?

- Is the innovation something you'll continue beyond HPOG? If so, how?

43

Reflective Response

??? QUESTIONS ???

Post your questions regarding prep homework or the presentation via chat to <u>Everyone</u>.

Webbinar Recap

- Review today's objectives

- What we've accomplished today

- Highlight what's coming up en route to the Roundtables

Reminders and Next Steps

- Be sure to register and secure hotel accommodations.

- Get started on pre-work.

- Let your Program Specialist or Nicole know if you have any questions!

Questions?

Send remaining questions for OFA or Dr. Bossard via chat.

More Questions?

After today's webinar, you can reach Dr. Bossard at nicole@tgcconsultinginc.com or (410) 343 - 9208