

Appreciative Inquiry Framework

1. **DEFINITION: Define purpose of meeting.**
 - What drew us to this inquiry?
 - What's the deeper purpose and desired outcome?
 - Consent for sharing any learning points with wider team.
2. **DISCOVERY: Please describe what happened that day in as much detail as possible.**
 - How did it *feel* to be a part of it?
 - What did you *learn*? What surprised you?
 - Why is it that it went so well this time vs other times?
 - What was it about you/team that made it happen?
 - What *motivates* you/makes you enthusiastic about this?
 - How did what you did affect the *patient +/- family*?
 - What were the challenges in this situation and what *techniques/tools* did you employ to overcome them?
3. **DREAM:**
 - What three wishes do you have for moving this aspect of care/practice forward?
4. **DESIGN:**
 - What would it take to create change in this area?
 - How could we promote and share excellent practice across the team/trust/NHS?
5. **DESTINY:**
 - What challenges might we encounter in implementing these changes and how can we overcome them?
 - Would they (participant) like to be involved going forward and how can we support them?
6. Summarise
7. Feedback: how has this process affected you? Could we do anything differently?

Tips for Conducting Interviews

- Let the interviewee tell his/her story.
- Take notes including quotes and stories.
- Allow silences and space for thinking
- If somebody can't answer a question, just move on to the next.
- Try to maintain a positive focus and limit discussion about negative aspects
- If negative comments about a particular thing, reframe it into a vision statement by asking the interviewee to describe what excellence would look like in that area.

Reference: <http://www.davidcooperrider.com/tag/appreciative-inquiry/>