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.