

Appreciative Inquire (AI) - Overview and Practice

Developing Your Inner Success Detective: Moving Forward with Regional Training

Agenda 1*

* Revise this agenda as needed to meet your own individual clinic needs. To conduct this agenda into two separate meetings, it has been divided into Part I & Part II, or you may decide to do Part I and Part II together. This agenda and activity also work for one-on-one meetings too. All Regional Training materials and resources are located on the [CO WIC website](#) under Agency Staff>Regional Training.

Learning objectives: Staff will:

1. Understand the benefits and importance of using AI.
2. Learn how to get WIC participants (ppts) engaged and talking using AI.
3. Identify challenges and solutions when using AI.

Part I:

Activity (Outline)	Estimated time	Method	Resources (materials, handout, video)
<p>Warm-up: <i>“The purpose of this meeting is to support and encourage you to continue or to begin practicing AI we learned from Regional Training in your counseling with ppts. Using AI can be very beneficial in boosting our ppts confidence so they can be successful and to help you increase your satisfaction in your work day. Let’s begin by doing an ice-breaker activity.”</i></p> <p>One Word Ice-breaker: (if you lack time, consider skipping)</p> <ul style="list-style-type: none"> • Divide the meeting participants into groups of four (or smaller), or this can be done individually too. • Tell the group(s) that their assignment is to think for a minute and then to share with the group the <u>one word</u> that describes... “your most significant success this week?” Or in one word, describe ...” how work went well this week?” <p>This ice breaker helps the group explore their thoughts on a common issue. This ice breaker is a perfect segue into the topic of the meeting (e.g. positive feelings, successes).</p>	15 min.	<p>Go around the room and allow each group/individual to share.</p> <p>Allow for spontaneous conversation. Staff may question each other about the meaning of their one word and ask for examples.</p> <p>Callout: What did you notice about yourself or others when you/they reflected on a positive experience? (note thoughts on the flip chart or black/marker board)</p>	Black/Marker board or flip chart to jot down the one word descriptions.
<p>Content- Understanding the importance of AI</p> <p><u>Main points:</u></p>	10 min.	Lecture and group discussion	Nora Lynch’s AI presentation

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<ul style="list-style-type: none"> • WIC ppts are often distracted, focused on problems (bus was late, tooth ache). Human brains don't notice the good stuff as much. • Boost our WIC ppts confidence so that they can be successful at change. • AI is being curious, asking questions about good things/ successes. Can use AI with everybody. • AI helps our WIC ppts see differently, talk about success, connect the dots between their actions and a positive health outcome and feel confident and energized. 		<p>Callout: What are some things you have experienced when using AI, if you've tried it? (note: if no one has tried it the facilitator should be prepared to share his/her own experience)</p>	<p>PowerPoint slides 2-3,7-8, 11 & 12</p> <p>Nora Lynch: Welcome to AI YouTube video- 7:23 – 10:33 min. & 15:40-24:24 min.</p>
<p>Content: Learning the AI Technique</p> <p><u>Main points:</u></p> <ol style="list-style-type: none"> 1. Ask AI question: positive framing to get WIC ppt to think about own success whether past, present, or future. 2. Look or scout for positive feeling: pride satisfaction- anything someone does when they have done a good job. 3. Then PAUSE: count to 5. Allow the WIC ppt to think of an answer and to relive the positive feeling that allowed for that success. This is where the magic happens! 4. Affirm to Amplify Feeling: reflect or summarize the things that will help the WIC ppt feel more confident or reinforce her decision to make a change. 5. “Tell me more” or “say more about that”: to get the WIC ppt to talk more about this so the ppt can feel supported. 	<p>10 min.</p>	<p>Lecture and group discussion</p> <p>Callout: What do you think are characteristics of a Success Detective (e.g. curious, believe in your participants, everyone has a success, positive, listening with full attention)? Note comments on flipchart or black/marker board.</p>	<p>Nora Lynch’s AI presentation PowerPoint slides 14, 16-20, 22-23</p> <p>Nora Lynch: Welcome to AI YouTube video-- 37:30 min -42:20 min & 43:56- 46:35 & 50:30 min -52:54 min</p> <p>Black/Marker board or flip chart</p> <p>Nora Lynch’s easel cards:</p> <ul style="list-style-type: none"> • Appreciative Inquiry • AI Mindset • Affirming to Amplify Feeling • Reflecting/Summarizing to Amplify Feeling
<p>Content- When to use AI: Incorporating in your counseling warm-up.</p> <p><u>Main points:</u></p> <ul style="list-style-type: none"> • Primary place to start using AI is right before the nutrition education. Get WIC ppt listening and engaged then talk about some content. Can be used anytime. • Give 2 minutes of Fame. Purpose is to introduce a certain type of content that has to do with success to start an internal transformation within the WIC ppt. Will not replace the nutrition education. Again, this can happen anytime during the counseling session. • Listen with your full attention. 	<p>5 min.</p>	<p>Lecture and group discussion</p>	<p>Nora Lynch’s AI presentation PowerPoint slides 14</p> <p>Nora Lynch: Welcome to AI YouTube video- 42:20 min- 43: 55 min</p>

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<ul style="list-style-type: none"> • Link the WIC ppt’s action with a positive health outcome and positive feelings. 			
<p>Interactive experience- Practice AI: Role Playing</p> <ul style="list-style-type: none"> • Divide the meeting participants into groups of two. • Ask the groups to do a short role-play using the <i>Practice AI Role Playing</i> activity on page 5 of this document. 	15 min.	<p>Small group discussion</p> <p>Once everyone in the group has had a chance to role play the ppt and staff member, ask the following callout questions to the entire group?</p> <p>Callout: Did the individual playing the WIC Ed. remember to pause to allow you time to answer? Did the affirmation amplify the ppt’s feeling, or would you suggest a different affirmation?</p>	<p>Nora Lynch’s Breakout Session 1, Exercise 2 worksheet</p> <p>Practice Appreciative Inquiry Role-Playing (last page of this document).</p>

PART II:

Activity (Outline)	Estimated time	Method	Resources (materials, handout, video)
<p>Content- Dealing with Challenges- “Flipping it over”</p> <p><u>Main points:</u></p> <ul style="list-style-type: none"> • Anytime the ppt is talking about something she/he doesn’t like (i.e. not focused on a success) “flip it over” • WIC ppts might know what they don’t want to happen (e.g. <u>WIC ppt:</u> “Susan never sits down to eat, so I feel like I have to follow her around with food in order for her to eat something.”) • Have mom talk about what she wants to happen (e.g. <u>WIC staff:</u> “So it sounds like meal time isn’t going the way you like. Tell me how you want meal time to be like.”) • The ppt can talk about a present, past, or future success 	10 min	<p>Lecture and group discussion</p> <p>Callout: What challenges do you anticipate (or experienced) when using AI? How might we overcome these challenges?</p>	<p>Nora Lynch’s AI presentation PowerPoint slide 15</p> <p>Nora Lynch: Welcome to AI YouTube video- 31:26 min -34:30 min.</p>

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<p>Content- What happens when ppts bring up unhealthy practices as a success? Main Point:</p> <ul style="list-style-type: none"> Do not have to affirm bad nutrition practices (e.g. WIC ppt: <i>"I give Cam 2 cookies every time he eats his vegetables"</i>). Instead affirm the feeling of the WIC ppt not the behavior (e.g. Staff: <i>"I can see you really care about Cam eating his vegetables. That is what is important to you."</i>). PAUSE Then can re-phrase: (e.g. Staff: <i>Can you think of a time when Cam ate his vegetables without you giving him a cookie"?)</i> PAUSE. Then affirm/amplify the success. If the ppt says "no" ask for permission to share nutrition education <i>"Would you be okay if we spent some time talking about this?"</i> 			<p>Nora Lynch: Welcome to AI YouTube video- 41:20 -42:20 min.</p>
<p>Interactive experience- Modify Nutrition Interview question to be more AI friendly</p> <ul style="list-style-type: none"> Ask staff to partner up (or if working one-on-one, do individually). Ask each group/individual to pick 3 questions from the Nutrition Interviews and modify those questions to be more AI friendly. 	<p>10 min.</p>	<p>Large and small group discussion</p> <p>Ask each group/individual to share their modified questions.</p> <p>Callout: Do you think your ppts responses might be slightly different by using an AI style question?</p>	<p>Print off the Nutrition Interview questions from CO WIC website>Agency Staff >Compass section for each group or individual</p> <p>Nora Lynch's easel cards:</p> <ul style="list-style-type: none"> Appreciative Inquiry
<p>Closing Activity: Have each staff write down a goal on a sticky note and if comfortable share with the group. Encourage staff to place their sticky note somewhere visible (e.g. computer, phone or desk).</p>	<p>5 min.</p>	<p>Group discussion</p>	<p>Nora Lynch's easel card:</p> <ul style="list-style-type: none"> Tips for success <p>Sticky note for the goal to be written down on</p>
<p>Next Steps: Do something. Learn. Repeat.</p> <p>IDEA: Set up a peer-to-peer buddy system. Have buddies check-in with their buddy one time per week to discuss progress and challenges in meeting individual goals around AI. If able, allow buddies to schedule one 15 min appointment in scheduler for this weekly. This can be conducted via phone call, email or in-person.</p>			

Practice Appreciative Inquiry Role Playing

To be used for the Interactive Experience Activity of Agenda 1

Instructions:

- Cut out each Role Play and use with Agenda 1 of Developing your Inner Success Detective.
 - Have staff use Nora Lynch's *Appreciative Inquiry* and *Affirming to Amplify Feeling* easel cards for reference.
 - Have staff work in pairs. One person in the group is the WIC participant and the other a WIC staff person. Have them switch when one person is done.
1. Tasha comes into WIC with her 2 week-old son, Trey. Tasha looks exhausted and is distracted with her phone trying to arrange a ride. She tells you she is breastfeeding. Get mom talking about a BF success so she can feel more engaged and confident.
Ask an Appreciative Inquiry question. After the WIC participant has responded, the WIC staff person offers an affirmation. Then link Tasha's action with a positive health outcome.
 2. Russell is a single parent to 4 year old twins. He cares about what his family eats but struggles with the lack of time. He works two jobs and is trying his best to rush home to make dinner in the evening. Get dad talking about a success so he can feel more engaged and confident.
Ask an Appreciative Inquiry question. After the WIC participant has responded, the WIC staff person offers an affirmation. Then link Russell's action with a positive health outcome.
 3. Sandra is 20 weeks pregnant and is struggling to gain the right amount of weight during this pregnancy. She doesn't know what to eat but feels hungry all the time. Get Sandra talking about a success she has with eating so she can feel more engaged and confident.
Ask an Appreciative Inquiry question. After the WIC participant has responded, the WIC staff person offers an affirmation. Then link Russell's action with a positive health outcome.
 4. Marcus is 2 year old boy who is described as a picky eater by his aunt, Claire. Claire is the primary caregiver and feels lost on what to feed Marcus. Get Claire talking about a success she has with feeding Marcus.
Ask an Appreciative Inquiry question. After the WIC participant has responded, the WIC staff person offers an affirmation. Then link Claire's action with a positive health outcome.