

APPRECIATIVE INQUIRY 23 WORKBOOK



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

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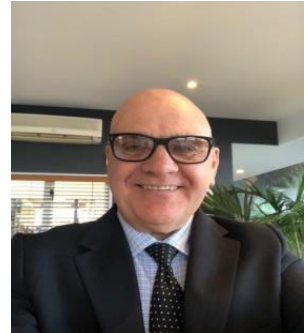
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GRAHAM TAYLOR-EDWARDS

GRAHAM (GT) is a successful leadership, sales, service and customer experience coach, mentor and workshop facilitator.

GRAHAM HOLDS:

- *ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT*
- *DIPLOMA IN AUTOMOTIVE MANAGEMENT*
- *DIPLOMA OF TRAINING AND EDUCATION AND DESIGN*
- *CERTIFICATE IV IN FINANCE AND MORTGAGE BROKING*
- *CERTIFICATE IV IN BUSINESS SALES*
- *NZ CERTIFICATE IN MARKETING*
- *NLP PRACTITIONER.*



Graham completes over one hundred leadership, sales, fixed operations, and customer experience workshops each year and is the founder of Success Resources International a Registered Training Organisation (RTO) in Brisbane and Managing Director of GTE Training and Development Ltd in NZ

Born in North Wales Graham has lived in Australia for sixteen years after working in New Zealand for over 24 years.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

They have two children Mackenzie and Gareth and grandsons Hudson and Reo and granddaughters Avyana and Vivienne. They now live in NZ.

WORKSHOP OBJECTIVES

TO IDENTIFY WHAT AND HOW APPRECIATIVE INQUIRY WORKS

TO ENCOURAGE THE TEAM TO ENGAGE IN WHAT IS WORKING

IDENTIFY WHAT CAN WE DO BETTER, DIFFERENT AND MORE OF

APPRECIATIVE INQUIRY ASSESSMENT



WHEN WAS THE LAST TIME YOU IMPLEMENTED AN IDEA YOU GOT FROM ONE YOUR TEAM?

WHAT IS ONE POSITIVE EXAMPLE OF YOUR MBWA THIS WEEK.

APPRECIATIVE INQUIRY

ORGANISATIONAL CHANGE METHODOLOGY.
ROBUST AND FLEXIBLE APPROACH.
INVOLVES OUR IMAGINATION AND DIVERSTIY OF EXPERIENCE.
PEOPLE, PERSONAL BASED METHOD.

IT BEGINS WITH MIND SET

HELP EVERYONE TO THINK POSITIVELY

Studies have shown that there are five phrases that we should remove from our vocabulary in order to improve productivity and morale.

Just - IMPORTANT.

Try - WILL DO IT.

Didn't have time - SCHEDULE TIME.

Can't - CAN.

Tried that in the past and it didn't work - IT COULD WORK NOW.

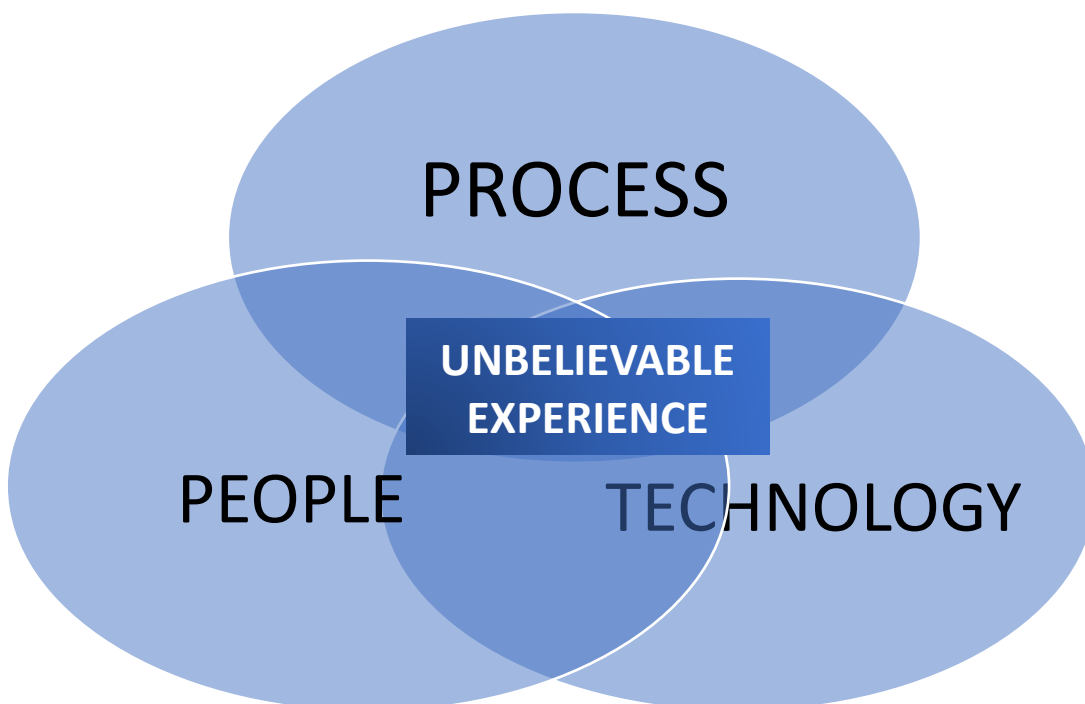
HOW DOES APPRECIATIVE INQUIRY WORK?

HOW PEOPLE CREATE HOW THEY OPERATE.
HOW WE TALK AND INTERACT ON A DAILY BASIS.
WHO WE TALK TO.
HOW WE TALK TO ONE ANOTHER.
SUSTAINING AND OR CHANGING OUR
OPERATIONAL PATTERNS.
ORGANISATIONAL CHANGE STARTS WITH WHAT WE
ALREADY DO WELL.

WHAT ARE THE BENEFITS OF APPRECIATIVE INQUIRY?

FOCUSED ON THE PEOPLE IN THE ORGANISATION.
IT ALLOWS PEOPLE TO FEEL PART OF THE
CHANGE.
IT IS VERY MOTIVATING.
EVERYONE HAS INPUT FOR WHAT THE FUTURE
LOOKS LIKE.
HELPS PULL THE CHANGE THROUGH TO REALITY.

GUIDE YOUR TEAM IN A POSITIVE ENVIRONMENT



APPRECIATIVE INQUIRY BASED LEADERSHIP TODAY

<p>DIAGNOSE: What is working AND WHY.</p> <p>DETERMINE: What OUR GOAL.</p> <p>DECIDE: What can we do different, better, more of.</p> <p>DELIVER: How do we do it.</p>	
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WHAT QUESTIONS CAN I ASK EVERYDAY?

DIAGNOSE - STRENGTHS	DETERMINE OUR GOAL - OPPORTUNITIES
<p>WHAT'S WORKING NOW</p> <p>WHAT DO WE STAND FOR</p> <p>WHAT MAKES US DIFFERENT</p> <p>WHAT IS OUR BIGGEST STRENGTH</p> <p>WHAT DO OUR CUSTOMERS THINK OF US</p> <p>WHAT DO WE PROVIDE THAT IS BETTER THAN MOST</p> <p>WHAT MAKES US THE BEST</p>	<p>WHAT IS IN FRONT OF US</p> <p>WHAT NEW MARKETS ARE AHEAD</p> <p>NAME 3 NEW OPPORTUNITIES</p> <p>WHAT CAN WE DO DIFFERENTLY</p> <p>HOW CAN WE DEVELOP OUR PEOPLE</p> <p>HOW CAN WE IMPROVE COMMUNICATION</p> <p>WHAT SKILLS DO WE NEED TO HONE</p> <p>WHAT CAN WE DO MORE OF</p>
DELIVER - RESULTS	DECIDE - ASPIRATIONS
<p>HOW ARE WE TRACKING</p> <p>WHAT SPECIFICALLY HAS IMPROVED</p> <p>IS OUR REWARDS SYSTEM IN LINE WITH THE ASPIRATIONS OF THE TEAM</p> <p>WHAT CAN WE DO DIFFERENT, MORE OF, BETTER THIS MONTH</p>	<p>WHAT ARE WE PASSIONATE ABOUT</p> <p>HOW DO WE BRING OUR VALUES TO LIFE</p> <p>WHAT ARE WE CHAMPIONING</p> <p>WHAT TRAINING AND MENTORING CAN WE DO</p> <p>WHAT CAN WE IMPROVE IN PROCESS AND TECHNOLOGY</p> <p>WHAT CAN WE STOP/START/CONTINUE</p>

WORKSHEET

DIAGNOSE - STRENGTHS	DETERMINE OUR GOAL - OPPORTUNITIES
DELIVER - RESULTS	DECIDE - ASPITATIONS

TAKE AWAY