

APPRECIATIVE INQUIRY 25



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

+64 21 246 8885 +61 404 190057

TABLE OF CONTENTS

WORKSHOP OBJECTIVES	3
APPRECIATIVE INQUIRY	3
WHAT IS APPRECIATIVE INQUIRY?	4
WHAT ARE THE BENEFITS OF APPRECIATIVE INQUIRY?	4
IT BEGINS WITH MIND SET	4
APPRECIATIVE INQUIRY 4D.....	5
WHAT QUESTIONS CAN I ASK EVERYDAY?	7
WORKSHEET	8
TAKE AWAY	9

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



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

FOCUS ATTENTION

LOOK AT PAST SUCCESSES

ASK QUESTIONS TO LOOK AT WAYS TO IMPROVE

POSITIVE ORGANISATIONAL CHANGE

ROBUST AND FLEXIBLE APPROACH.

INVOLVES OUR IMAGINATION AND DIVERSTIY

PEOPLE, PERSONAL BASED METHOD.

WHAT IS APPRECIATIVE INQUIRY?

WHAT IS ALREADY WORKING
BUILD ON IT
UNCOVER THE BEST IN OURSELVES AND OTHERS
BRINGS OUT THE BEST IN PEOPLE AND ORGANISATIONS
SHINE A LIGHT ON WHAT THEY ARE PASSIONATE ABOUT
WHAT ARE WE PROUD ABOUT?

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.
HELPS PULL THE CHANGE THROUGH TO REALITY.

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.



DISCOVERY: What is working, what can improve

DREAM: What does the future look like

DESIGN: Review best practice, brainstorm, Stop Start Continue and keep it simple

DESTINY/DELIVER: Doing it, step up your MBWA.

Appreciative Inquiry (AI) is a strengths-based, collaborative approach to ORGANISATIONAL development that focuses on identifying and amplifying the positive aspects of A BUSINESS to drive innovation and growth.

In the context of an automotive car dealership, AI can be utilised to enhance sales performance by engaging team members in reflective dialogues about their peak experiences and core strengths.

--	--

Example Interview Script: Enhancing Sales Performance through Appreciative Inquiry

Introduction: "Thank you for taking the time to participate in this interview. Our goal is to explore and understand the moments when our dealership excels, particularly in sales. By sharing and reflecting on these experiences, we aim to identify strategies that can help us enhance our sales performance collectively."

1. Discovery Phase: Uncovering Strengths and Successes

- **High Point Experience:** "Can you recall a time when you achieved exceptional sales success at our dealership? What happened during that experience, and what factors do you believe contributed to your success?"
- **Personal Contributions:** "What specific skills or actions did you bring to that situation that made a difference? How did your approach impact the outcome?"
- **Supportive Environment:** "In what ways did the dealership's environment or team support you during this successful period? Are there particular resources, policies, or team dynamics that you found especially helpful?"

2. Dream Phase: Envisioning an Ideal Future

- **Future Vision:** "Imagine our dealership five years from now, operating at its highest potential in terms of sales and customer satisfaction. What does that look like to you? What are we doing differently, and what has remained consistent?"
- **Innovative Practices:** "What new strategies or practices do you envision implementing that could significantly boost our sales? How might these innovations change the way we interact with customers?"

3. Design Phase: Co-Constructing the Future

- **Building on Strengths:** "Based on your experiences and the successes we've discussed; what processes or practices should we establish to replicate these positive outcomes consistently?"
- **Empowering the Team:** "What tools, training, or support do you believe would empower our sales team to achieve these envisioned successes? How can we foster an environment that encourages continuous growth and collaboration?"

4. Destiny/Deliver Phase: Sustaining Momentum

- **Commitment to Action:** "What steps are you personally willing to take to contribute to this vision of enhanced sales performance? How can the dealership support you in these efforts?"
- **Measuring Success:** "How should we track and celebrate our progress toward these goals? What indicators will show us that we're on the right path?"

Conclusion: "Thank you for sharing your insights and experiences. Your contributions are invaluable as we work together to elevate our sales performance and continue building a dealership where both our team and customers thrive."

By engaging team members with these appreciative questions, the dealership can harness collective strengths and experiences to co-create effective strategies for increasing sales. This approach not only identifies successful practices but also fosters a positive and collaborative culture focused on continuous improvement.

WHAT QUESTIONS CAN I ASK EVERYDAY?

DISCOVERY - STRENGTHS	DREAM 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>
DESIGN - ASPIRATIONS	DESTINY/DELIVER - RESULTS
<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>	<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 OR BETTER THIS MONTH</p>

WORKSHEET

DISCOVERY - STRENGTHS	DREAM - OUR GOAL - OPPORTUNITIES
DESIGN - RESULTS	DESTINY/DELIVER - ASPIRATIONS

TAKE AWAY