

**Developing Interprofessional Collaborative Practice  
and Learning Environments (ICP & LEs)**

# Appreciative Inquiry

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# Plan for the day

1. What is appreciative inquiry?
2. Appreciative interviewing techniques
3. Review the interview guide
4. Appreciative interview – in pairs
5. Small group discussion
6. Wishes
7. Break
8. Large group discussion - Towards a common vision and expected outcomes



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# Definition

“Appreciative inquiry is the cooperative search for the best in people, the organizations, and the world around them. It involves the systematic discovery of what gives a system “life” when it is most effective and capable in economic, ecological, and human terms.”

(Cooperrider and Whitney, 1999)



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# Characteristics of AI

- It is highly participatory
- It focuses on identifying strengths and ‘what gives life’ to organizations



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# How does it work?

AI usually involves 4 stages:

1. **Discovery** – What is going well and what you would like to see more of
2. **Dreaming** – Imagine what you would like the organization to look like in 3-5 years
3. **Designing** – Creating action plans to move the organization towards the desired future
4. **Destiny** – Communicate and review learning and accomplishments, and decide on next steps



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# Why are we using AI?

- To provide an atmosphere to support positive change
- To enhance relationships
- To build on the energy, enthusiasm and hard-work that people put into their work everyday



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# So, does AI miss the problems?

No, it just takes a different perspective, a more constructive approach



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# Appreciative Interviewing



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Using the interview guide, you will ask your partner to share a story highlighting their experience being part of a team that worked together to bring about a positive patient outcome...



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# Goals of the interviews

- To enable people to talk freely about their experiences
- To collect unique stories that demonstrate collaborative patient-centred care
- To learn from each other



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# Active Listening – The Basics

- Relax
- Have a conversation
- Be open and flexible
- Listen attentively



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# Probes

- If you want more details, or you feel a bit stuck, you may want to use a general probe:

When did this happen?

Could you tell me more about that?



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# Clarifying

- Asking questions to help you understand what was said
- You can use this:
  - When you are unsure what your partner means
  - To get more information
  - To clear up confusion



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# Paraphrasing

- Restating a message using fewer words
- You can use this to:
  - Check if you understood what you heard
  - Let your partner know that you are understanding what they said



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# Review the interview guide ...



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# Question One

- Think back about your experiences working at {site/program}. Think about a situation that really stands out in your mind where you were part of an interprofessional team that worked together to bring about a positive outcome for a patient or group of patients. Please tell me the story of this experience.



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# Question One - Probes

- a) What role did you play?
- b) Who else was involved? What role did they play?
- c) What was the outcome of the situation for the patient/client/resident? The family? For the team?
- d) What structures (eg. equipment, technology, resources, physical space) and processes (the way things are done/care is provided) were in place that allowed this situation to occur?
- e) What skills did you use to manage this situation?



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# Taking Notes

- Try to jot down as much of what your partner is saying as you can
- Once your notes are complete, let your partner review them
- The project team will use the notes to help further develop the project and as part of the evaluation
- But, no identifying information will be used in the final report (staff or client)



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# Small Group Discussions

- Following the interviews we will share stories and identify characteristics of effective interprofessional practice:
  - That emerge from the stories and
  - Other factors that characterize an ideal IP team
- After the small group discussions, you will each be asked to identify 3 wishes to move your team towards this ideal vision of interprofessional patient centred practice



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# Large Group Discussion

- Share visions of ideal interprofessional practice
- Prioritize and discuss wishes
- Through the small and large group discussions we will work towards a common vision and expected project outcomes



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# Any questions?



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# When selecting your priorities, consider which wishes:

- Are within the scope of the project
  - Provide a 'quick win'
- Positively affect the most staff or residents
- Work towards improved interprofessional collaboration and patient centred care



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