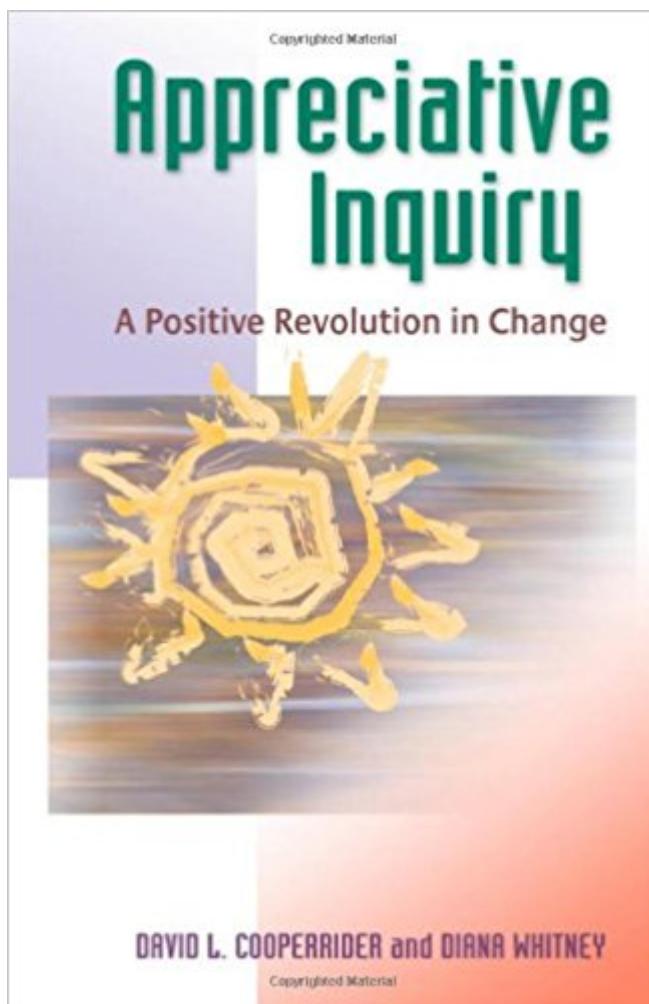


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# Appreciative Inquiry: A Positive Revolution In Change



## **Synopsis**

Written by the originators and leaders of the Appreciative Inquiry (AI) movement itself, this short, practical guide offers an approach to organizational change based on the possibility of a more desirable future, experience with the whole system, and activities that signal ""something different is happening this time." That difference systematically taps the potential of human beings to make themselves, their organizations, and their communities more adaptive and more effective. AI, a theory of collaborative change, erases the winner/loser paradigm in favor of coordinated actions and closer relationships that lead to solutions at once simpler and more effective.

## **Book Information**

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## **Customer Reviews**

Appreciative Inquiry gets everyone to focus on what's possible through interactive discovery and design sessions. The output has been amazing. -- Jim Staley, President, Roadway Express would like to commend [the authors] for Appreciative Inquiry, and for introducing it to the United Nations. -- Kofi Annan, Secretary General, United Nations

David L. Cooperrider, Ph.D. is professor and chair of the Program on Business as an Agent of World Benefit at the Weatherhead School of Management at Case Western University. Diana K. Whitney, Ph.D. is president of Corporation for Positive Change and cofounder of the Taos Institute and a Distinguished Consulting Faculty at Saybrook Graduate School. She is the author of five books on AI, including *The Power of Appreciative Inquiry*.

What can we accomplish with Appreciative Inquiry philosophy and methodologies for managing change? Appreciative Inquiry (AI) founder David Cooperrider and long-time AI consultant Diana Whitney answer this question with engaging stories about AI change initiatives in many types of organizations, including British Airways Customer Service, Roadway Express, the City of Denver, Colorado, Office of Finance, and Hunter Douglas Window Fashions Division. In their sixty-eight page book they contrast a problem-solving approach to change with AI and describe how an affirmative topic guides the change process. The affirmative topic comes from transforming awareness of a problem - something you want less of - into an affirmative topic which you want more of. They present the logic of AI: people and organizations grow toward and become more of what we inquire and talk about. AI operates on the assumption that all organizations have strengths that provide a foundation for addressing their problems. The AI methodology is to transform problems by linking them to an organization's positive core, its strengths that define it when it is at its best. AI's 4-D model of change (Discover, Dream, Design, Destiny) comes alive with their stories of change. One-on-one interviews enable organizational members to Discover the organization's positive core and their own contributions to the organization at its best. From Discovery interviews and reports workshop participants move to the Dream phase. In it they imagine how their best past and present strengths can help them shape a new organizational future. Dream turns into Design as stakeholders draft their image of the ideal organization that will make their dreams come to life. The Destiny phase offers organizational space and time to begin to build long-term supports to sustain work to make their dreams a reality. Cooperrider and Whitney conclude with key AI principles and the freedoms and power that energize people and organizations who use AI. They highlight accomplishments of AI's first 20 years (1985 to 2005), create an excellent introduction for people new to AI and a great summary of the heart of AI for people who already know AI.

I really liked the book as an introduction to the topic of Appreciative Inquiry. The balance between associated cost and content was good too. Be aware that the book is an introduction only. Readers who want to implement AI in their organizations must search for additional resources and examples online or get actual training. Thus, the book falls short as step-by-step guide. Nevertheless, if you are unfamiliar with AI, this book would get you started, like in my case.

This book introduced me to a whole world of thinkers and leaders that ask "What's right with this picture?" This approach helps individuals and organizations improve by focusing on strengths.

Starting with what's right instead of what's wrong allows new questions and creative solutions to emerge.

I like the positive revolution that this book presents to change. Rather than assessing problems, start with the solution and what is best and then move forward. However, it was difficult for me to see how AI would be applicable in other businesses such as a financial institution that wants to improve its account opening process? I wish the book used examples from all kinds of businesses but it is a good start and presents a concept worth thinking about and using. I haven't finished reading the book yet and may need to read others as this is just like an introduction to AI.

This could change the way relationships and business work in a very positive manner!

I choose this book because it's part of my studies in college. It was assigned to me. After reading, it has motivated me to investigate more about AI and the benefits it could accomplish for the organization I'm involved.

Very inspiring and informative book that has me re-visioning organizations and even all relationships! The real- world examples of how AI can increase the bottom line and make everyone's lives more meaningful are compelling.

I like this book as it clearly names the AI spirit and grounds, giving live examples of the methodology applied in different projects. Is a very good starting point to learn about Appreciative Inquiry and build the background for other books.

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