



Conducting an Appreciative Inquiry Study

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Presentation Outline

- History and Theory Behind AI
- Process
 - Methodology
 - Gathering and Interpreting Data
 - Involving Participants in Process
- Weave in UAA Res Life Study
- Answer Questions



History of AI

- David Cooperrider, 1980
- Organizational Development
- Hospitals
- While interviewing doctors, he found inviting them to describe and discuss what they valued encouraged them to talk in an unrestricted manner.



Appreciative Inquiry

- Generating an image of the future based on thinking about the best of what is and has been



Problem Solving vs AI

Problem Solving

- ID the problem
- Analyze Causes
- Find Solutions
- Action Plan

AI

- Best of What Is
- What Might Be
- What Should Be
- What Will Be



Focusing on Problems

- Sociology
- Film Analysis Class
- Science
- Sexual Harassment Training
- Resistance in an Organization

Think Positive



- **Pygmalion Studies**
- **Placebo Effect**
- **Major Heart Surgery**
- **Golf Course Example**
- **Welcomed by Organization**

It Follows ...



- **“If we accept that there is at least a possibility that we socially construct our world and a reasonable amount of evidence that we have the power to create what we imagine, it follows that a process for facilitating organization change would consciously focus on empowering employees to believe they can make a difference.” (p. 32, Watkins & Mohr)**

5 Principles



- **The Constructionist Principle**
- **Principle of Simultaneity**
- **The Anticipatory Principle**
- **The Poetic Principle**
- **The Positive Principle**

All Assumptions



- **Something works**
- **Focus become reality**
- **Multiple realities**
- **Questions start change**
- **Change builds on known**
- **Value differences**
- **Language**
- **Creating Reality**

Process



- | | |
|--------------------|-------------------|
| • Four D's | • Four I's |
| • Discovery | • Initiate |
| • Dream | • Inquire |
| • Design | • Imagine |
| • Destiny | • Innovate |

Choose a Topic



- **Teamwork**
- **Customer Service**
- **Leadership**
- **Respect**

- **Ask Around 5 Questions**
- **Encyclopedia of Positive Questions**

#1 - Discover Phase

4 Types of Questions

- Best Moments
- Value
- Core Life-giving Factors
- 3 Wishes

Topic - UAA Residence Life

- What is it that Residence Life is doing well?
- What settings, activities, or other conditions promote this success?
- How can we use this information to be even more successful in the future?

10 Questions

- 1 Opening
- 3 Best Moments
- 2 Value
- 2 Core Life-Giving
- 2 Wishes/Hopes
- (Next Time, Use 8 Questions)

UAA Residence Life

- 1000 Students
- 320 – MAC Apartments
- 80 – TW Apartments
- 180 – East Hall
- 180 – West Hall
- 180 – North Hall

Methodology

- Random Sample of 32 Students
- Randomly Selected by Area
- 10 – MAC 6 - East
- 4 – TW 6 – North
- 6 – West

Methodology

- 8 Professional Staff Members
- 4 Students Were Assigned to Each Professional Staff Member
- Strict Order of Contact

Sample

- **75 Students Were Offered Chances to Participate**
- **30 Students Participated**
- **40% Participation Rate**

Demographics

- **10 – MAC**
- **3 – TW**
- **6 – North**
- **5 – East**
- **6 – West**
- **30 – Total**

Demographics

- **16 – Men**
- **14 – Women**
- **3 Staff**
- **27 Not Staff**
- **16 – White**
- **5 – Alaska Native**
- **4 – Asian, Pacific Islander**
- **1 – American Indian**
- **1 – Hispanic**
- **1 – Black**
- **2 – Unknown**

Methods of Interviewing

- **Individual Interviews**
- **Partner Interviews**
- **Focus Groups**

Conducting an Interview

- **1 Hour Interviews**
- **Tape Recorded**
- **Interactive**
- **Ask Probing Questions**
- **Focus on “What”**
- **Anonymous, Not Confidential**
- **Member Checking**

Data Analysis

- **Interview answers were paraphrased by Pro Staff and transcribed.**
- **Profound answers were quoted directly.**

Data Analysis



- **Similar answers were grouped together.**
- **Themes were assigned to each group of similar answers.**
- **We created frequency tables.**

Affirming Data Analysis



- **Discussed 2 Questions / Week**
- **Professional Staff Members provided feedback on themes.**
- **Shared what data meant to them.**

#2 - Dream Phase



- **Now we know what has taken place.**
- **Begin dreaming about what could be.**

Created Presentation for 51 Student Staff Members



- **To Reflect on How this Data influences Your Practice**
- **To Learn What You Think the Data Means ... #2, 4, 6, 9**
- **To Recognize RAs and PMs Who Have Made a Difference**

Question 1



- **What attracted you to live on campus?**

#1 – Why Live Here



- **20 – Proximity to Campus**
- **12 – Convenience**
- **9 – Social Reasons**
- **6 – Financial Reasons**
- **6 – To Live the College Life**
- **3 – To Learn to Live Independently**
- **2 – Academics**
- **2 – Safety**

Quote



- I didn't want to spend a lot of time commuting to and from school and by living on campus I don't have to. It makes it a lot easier to get to classes on time and allows me more time to sleep in.

Quote



- The thing that attracted me to living on campus was the idea of living independently and being able to deal with problems on my own, but also knowing that I can go to my PM Edna if I have a problem that I need help with. It's like living on your own, but not completely, so it is a good step to independence.

Question 2



- Share a story about one of the best times you have had in UAA's Residential Community.

#2 – Best Times: Origins



- 14 – Residence Life Programs
- 12 – Activities with Friends
- 4 – RHA Events
- 1 – UAA Events on Res. Campus
- 1 – Working for Maintenance

#2 – Best Times: Types



- 10 – Athletic Events
- 7 – Personal Time with Friends
- 6 – Celebrations
- 5 – Music and Movie Nights
- 3 – Crafts
- 2 – Events to Meet New Friends

#2 – Dream Phase



- Create Provocative Propositions
- “Describe an ideal state of circumstances that will foster the climate that creates the “possibility to do more of what works.” (p. 39, Hammond)

Provocative Propositions



Examples

- Our residents appreciate us being available to them.
- Students feel we are advocates who help them overcome barriers to success.

#3 – Design Phase



- Take Provocative Propositions back to an organization's members for review and consideration.
- We will review student staff feedback from Q's 2, 4, 6, 9.

#4 – Delivery Phase



- Residence Life will resolve to make commitments to address current practices to help us achieve our objectives.
- For example, how will remain available to residents?

#4 – Delivery Phase



- Share this study with incoming Residence Coordinators.
- They can more quickly understand how to create residential environments leading to student success.

Publish a Report



- Executive Summary on AI
- Highlight process
- Show themes
- Highlight quotes
- Report Provocative Propositions
- Report commitments to student success

Resources



- <http://appreciativeinquiry.case.edu>
- The Thin Book of Appreciative Inquiry – Hammond
- Appreciative Inquiry – Watkins & Mohr
- Appreciative Inquiry – Reed