Key Questions in Appreciative Inquiry

Robert K. Bitting, Ph.D., L.M.H.C.
(from Hammond, The Thin Book of Appreciative Inquiry)
"No, Thursday's out. How about never—is never good for you?"
The Three Classic Questions:

Question #1:
Think back through your career. Locate a moment that was a high point, when you felt most effective and engaged. Describe how you felt, and what made the situation possible.
The Three Classic Questions, cont.

Question #2:

Without being humble, describe what you value most about yourself, your work, your organization.
Classic Questions, cont.

Question #3:

Describe your three concrete wishes for the future of this organization, or for yourself.
Ethics and Integrity

- Describe a person, organization or incident that you feel is a great example of someone being fair.
- What were the circumstances that led to it? What were the consequences?
More Ethics/Integrity

- Think of a person whom you admire for his/her integrity. Think of a specific incident, a time and place when you saw this person demonstrate high integrity.
- Describe the circumstances and the consequences.
Teamwork

- Describe a time when you were part of or observed an extraordinary display of cooperation between diverse organizations or groups.
- What made that cooperation possible?
Customer Service

- Describe an incident when you or someone you know went the extra mile to deliver what the customer wanted when they wanted it.
- What made it possible?
Value Added

• Describe a moment or example when you or someone you know was recognized by a “I could not have done this without you” letter, e-mail, public acknowledgment, etc.

• What were the circumstances and how did people feel afterward?
Supplier Relationships

- If you could transform the supply-chain relationship in any way you wish, what would it look like and what three things would you do?
Trust

- Describe a time when you were part of a team that had a high level of trust and respect among the members. How was trust and respect communicated?
- What made it possible to establish trust in that group?
Valuing Differences

- Think back over your adult life and think of a person for whom you have had a great deal of respect but didn’t always agree with. When you disagreed with that person, how did you communicate that?
- What made it possible for you to maintain respect for that person?
The Classic Questions Applied to Your Professional Life

- Describe the most energizing moment, a real “high” from your professional life. What made it happen?
- Without being humble, describe what you value most about yourself, and your profession. If you are new to the profession, what attracted you to it?
Your Professional Life, cont.

- How do you stay professionally affirmed, renewed, enthusiastic, and inspired?
- Describe your three concrete wishes for the future of your profession.