



## THE PHASES OF AI

1. **DEFINE** - What success looks like – what you are inquiring about.
2. **DISCOVER** - Storytelling through one-on-one interviews, focusing on relevant past and current exceptional experiences.
3. **DREAM** - Recollection and identification of the themes that contributed to the peak experience. These include resources, behaviors and emotions.
4. **DESIGN** –Development, in writing, how the organization functions if the themes were operating to the maximum, in the PRESENT - goals.
5. **DELIVERY** (also called DESTINY) - Implementation of goals developed in the DESIGN phase.

## PRINCIPLES OF APPRECIATIVE INQUIRY

**Constructionist Principle:** Words create worlds; meaning is socially created, through language & conversations.

**Principle of Simultaneity:** Inquiry creates change; the moment we ask a question, we begin to create change.

**Poetic Principle:** We can choose what we study; organizations, like open books, are endless sources of information & learning.

**Anticipatory Principle:** Human systems move in the direction of their images; what we choose to study makes a difference.

**Positive Principle:** Positive questions lead to positive change.

**Wholeness Principle:** Wholeness brings out the best in people & organization; bringing all stakeholders together in a group forum that stimulates creativity and builds collective capacity.

**Enactment Principle:** To really make change, we must “be the change we want to see.”

**Free Choice Principle:** People perform better and are more committed when they have the freedom to choose how and what they want to contribute.

## APPRECIATIVE INQUIRY ADDITIONAL RESOURCES

### Websites:

- [www.appreciativeinquiry.case.edu](http://www.appreciativeinquiry.case.edu)
  - Home site for all things AI – hosted by CWRU
- [www.appreciativeliving.com](http://www.appreciativeliving.com)
  - Application of AI to relationships, coaching
- [www.aiconsulting.org](http://www.aiconsulting.org)
  - Site for AI consultants to collaborate on tools, resources, case studies, etc.

### Seminars:

- The SuMo Experience ([www.thesumoexperience.com](http://www.thesumoexperience.com))
  - Toronto-based AI facilitators and practitioners
- Appreciative Living ([www.appreciativeliving.com](http://www.appreciativeliving.com))
  - Workshops and seminars
- Corporation for Positive Change
  - Seminars, workshops, certificate program

### Other Resources:

- Certificate Program in AI through the Weatherhead School of Management, Case Western Reserve University (Cleveland OH)
- MS in Positive Organizational Development – CWRU

## BIOGRAPHY

Connie J Mayse

Change Implementation Communication Consultant



I provide clients with communication and change management support in the areas of benefits and compensation, developing materials used to communicate change in benefits and compensation programs, such as health and welfare plans, retirement plans, executive compensation and incentive programs, in a wide range of media including print, electronic and video.

My background includes twenty years of corporate human resource and communication experience, encompassing benefits, employee and labor relations, training and development, writing and editing, layout and design, video scripting and direction, speechwriting and public speaking.

Towers Perrin is a global professional services firm that helps organizations improve performance through effective people, risk and financial management. The firm provides innovative solutions in the areas of human capital strategy, program design and management, and in the areas of risk and capital management, reinsurance intermediary services and actuarial consulting. Towers Perrin has offices and alliance partners in the world's major markets.

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