

Appreciative Interview – An Introduction

What is it?

“AI is about the coevolutionary search for the best in people, their organizations, and the relevant world around them. ... AI involves, in a central way, the art and practice of asking questions that strengthen a system’s capacity to apprehend, anticipate, and heighten positive potential.” (<http://appreciativeinquiry.case.edu/intro/whatisai.cfm>)

Purpose: To bring out the positive core that is often hidden or underutilized. Inquiring people about their positive experiences will focus their attention on what is working well – their personal best practices.

Resources:

Appreciative Inquiry Commons at <http://appreciativeinquiry.cwru.edu>

Cooperrider, D., Whitney, D. D., & Stavros, J. (2008). *The Appreciative Inquiry Handbook: For Leaders of Change*. Berrett-Koehler Publishers. Excerpt retrieved from <http://www.bkconnection.com/static/appreciative-inquiry-excerpt.pdf>

Whitney, D. D., & Trosten-Bloom, A. (2010). *The Power of Appreciative Inquiry: A Practical Guide to Positive Change (Revised, Expanded)*. Berrett-Koehler Publishers. Chapter 12 retrieved from <https://positivechange.org/wp-content/uploads/2011/12/Why-AI-Works-2010-22-pgs.pdf>

How to Conduct an AI Interview

You will now conduct a 15-minute interview with a partner. Person A interviews Person B for 15 minutes, then Person B interviews Person A for 15 minutes.

The purpose of the interview is to bring out the best in the person you are interviewing. It is a time for you to shine the light in your interviewee and to help him or her recall what they most value about a successful assessment activities they conducted. Your job as an interviewer is to be a “super listener” who gives full attention to your interviewee and who seeks to understand how he or she sees the world.

Take notes during the interview to help you remember the story, values and other important elements of facilitation that you hear.

What Makes A Great Interview?

- Show genuine Interest (e.g. nodding)
- Encourage interviewee to share
- Keep eye contact
- Be honest
- Be open
- Have a relaxed posture
- Don’t rush
- Have trust
- Have fun!!

The Power of Listening

Listening is what brings out the best in a person. People feel good about themselves, their ideas and their capabilities when others take time to listen to them. Being listened to and feeling heard directly contributes to a person’s self-esteem and confidence.

Appreciative Inquiry Interview
Discovery: Articulating the Positive Core of Assessment
(15 minutes each interview)

Question 1: High point or positive experience.

Think of an experience with assessment activities that stand out for you – a time when you felt most engaged, or really proud. Tell a story that describes this learning assessment experience. (For example, it can be that you developed a great test/assignment in your course, you witnessed great learning occur in your students through the assessment activity, or had a great collaborative assessment project.)

Question 1a: What made it a positive experience/high point for you?

What is about the timing, the situation, the students, the faculty involved that allowed you to have that positive/high point experience?

Question 2: Vision of the future: creating “an epidemic of positive change”.

Imagine tonight when you go to sleep, you have a deep, deep sleep and wake up 5 years later. It is 2018. While asleep, major positive changes happened. You notice that the practice of learning assessment has become what you always hoped it could be—the way you believe it ought to be. It is exciting to see. Describe what you see happening—things that are new, different, or the same but even better. Talk about what is going on in 2018 that exemplifies the kind of learning assessment practice that you have hoped for.

Question 3: Transformations

In summary now: If you could change or transform the practice of learning assessment in your program/branch/department in any way, what three things would you do to heighten its overall health, vitality and capacity to fulfill its potential?

Adapted from 2012 Workshop on The advanced facilitation: Developing new skills and tools for facilitation by Donna R. Ching and Lily Bloom Domingo at University of Hawaii at Mānoa