



# **Introduction to Appreciative Inquiry for League Coaches**

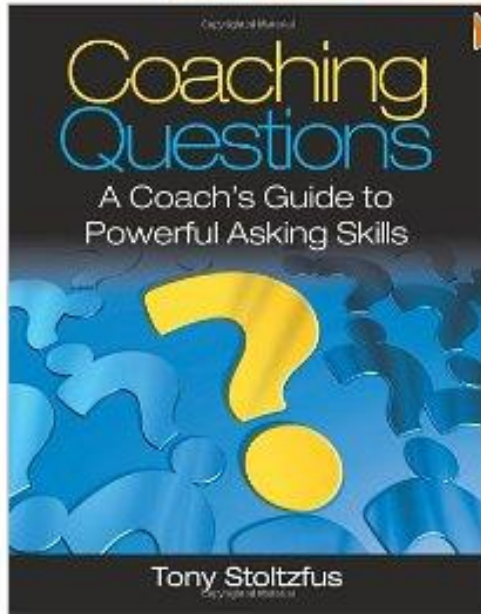
With our thanks to Jim Francek  
*of Tava Full Circle*



Powerful questions  
= Powerful answers



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# Why Ask?

*Questions hold the power to cause us to think, create answers we believe in, and motivate us to act on our ideas.*

*Asking moves us beyond passive acceptance of what others say, or staying stuck in present circumstance, to aggressively applying our creative ability to the problem.*

# 5 Reasons to Ask

- 1. All the info is with the coachee.** The local League is the resident expert on that League. The coachee always knows far more about the situation than the coach.
- 2. Asking creates buy-in.** People are more motivated to carry out their own ideas and solutions.

- 3. Asking empowers.** Just asking can empower people to do things they couldn't do on their own. Asking = taking opinions and ideas seriously.
- 4. Asking develops leadership capacity.** Asking builds the responsibility muscle and that develops leaders.
- 5. Asking creates authenticity.** There is no greater relational gift than to have someone see the real you and value it. It builds trust and deepens the relationship.

# How we ask...

**The words we use, and the words we pay attention to create our experience of the world.**

**In reviewing over 30 years of psychological research, found there were 45,000 studies on depression and only 300 studies on joy.**

*M. Seligman, President APA  
University of Pennsylvania*

**We choose how we look at things and how we talk about them.**

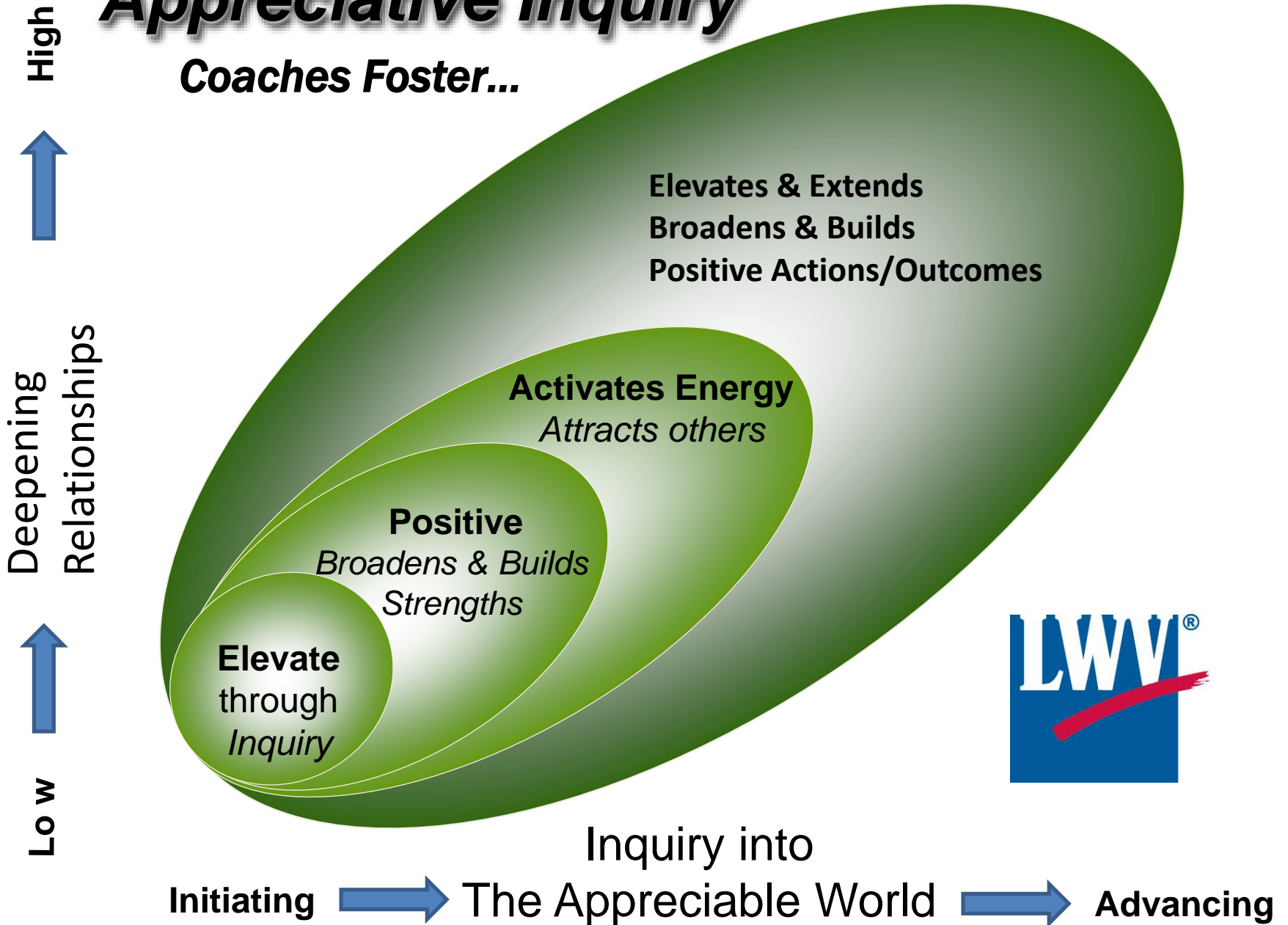
*The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.*

Marcel Proust



# Appreciative Inquiry

Coaches Foster...





# The Art of Asking Questions

## DEFICIT APPROACH

- What's the biggest problem here?
- What do you have to do to correct what's not working?
- Why do you miss the mark so often?

## AFFIRMATIVE APPROACH

- What possibilities exist that we have not thought about yet?
- What's the smallest change that could make the biggest impact?
- What solutions would have us all win?

Inquiry = change

Asking questions  
influences change

*What are the morale issues  
on your LWV board?*

*or*

*What excites you about  
working on this board?*



Yes, and. . . .

# Listen, listen, listen...

How well you listen has a major impact on your effectiveness as a coach.

We listen to obtain information.

We listen to understand.

We listen for enjoyment.

We listen to learn.

- We tend to spend this time formulating responses based on our own preconceived notions.
- We retain 30 percent of what was said, and remember ½ of that.
- 47 percent of our time writing, typing, speaking or reading.
- 53 percent of our time listening to others.

# How to Effectively Listen

- **Stop talking!**
- Give your full attention
- Listen for what's not said
- Recall
- Allow time/space for info to rest
- Ask open-ended questions
- Respond appropriately
  - Candid, open, respectful
  - Positive

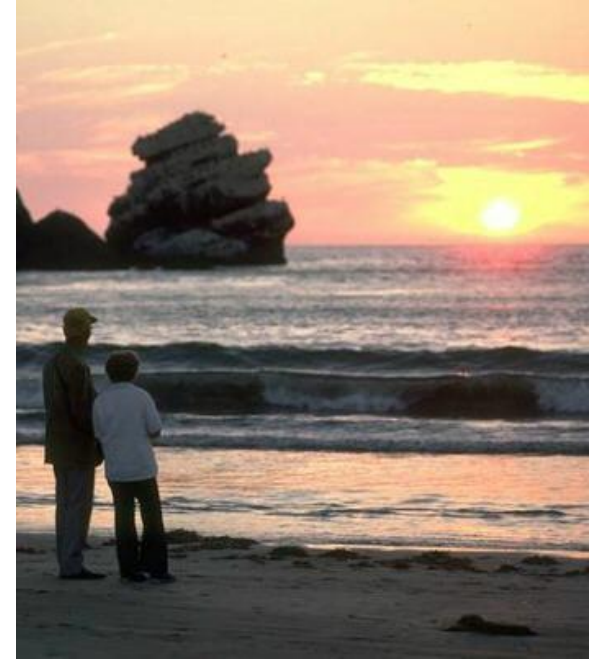


# Anticipating and Motivating

*If you want to build a ship don't drum up the people to gather wood, divide the work and give orders...*

*Instead teach them to yearn for the vast and endless sea.*

**Coaches don't find the solutions;  
coaches stir up energy and  
thinking.**



# What does this look like?

## Scenario 1

Local League A, that I coach, held a great forum on money in politics. They were pleased. Local League B, that I coach, did a voter registration drive. It too was successful, so they are both in good shape.

## Scenario 2

In my call this month with Local League A, they say that they cannot think about doing any new outreach because they are all so busy. They are a really small group, everyone is already busy with other jobs.