



Lena Holmberg

has a PhD in Educational Research, worked as a consultant and manager in an IT company and started the AI consulting company Apprino. With Jan Reed, she was guest editor of the November issue of the AI Practitioner in 2007 that focused on AI and research.
Contact: lmholmberg@gmail.com
lenamholmberg.blogspot.com



Jan Reed

PhD, BA, RN has been involved in research for many years. She has a nursing qualification, and teaches and supervises healthcare students at Northumbria University. Her interest in the possibilities and contributions of Appreciative Inquiry research to the processes of change has recently resulted in a book.
Contact: jan.reed@unn.ac.uk



AI Research Notes

edited by Lena Holmberg and Jan Reed

AI Research Notes carries news of AI research developments. We'd like to make it as collaborative and appreciative as we can – we know that many of you are working and thinking about the relationship between academic research and AI, and that you have news, comments and questions which we'd like you to contribute.

Editors' note

The abstract in this issue of AI Research Notes is part of a PhD thesis submitted to the University of Northumbria (UK). In this process a research study is carried out and an account presented to an examination team. This team will evaluate the rigour of the study, its rationale and conduct. They will also evaluate the extent to which the work contributes to theory. The examination team will therefore look at the practical and the theoretical efficiency of the study. Looking at this abstract, it is clear that the basis of the study was Appreciative Inquiry, and that an argument is being made that this meets the criteria for the award of a doctorate – that it is a sound basis for research design and theoretical development. This recognition validates and strengthens claims that AI research is a foundation for academic study.

The abstract also points to another development in research: the building of a bridge between academic study and practice. This study aims to meet academic criteria, but also to contribute towards the practice of Admiral Nursing. This integration has traditionally been frowned upon in academic circles as a partisan stance, incompatible with disinterested study. This view is changing, however, and research with practical application is meeting with academic approval, if the extent and level of reflection is profound and incisive.

Invitation to contribute - Call to PhD students using AI

So AI research is entering the academic arena! We know that there are many more students at various levels who are using Appreciative Inquiry in their academic work as a framework, as a method, as inspiration, as a research focus and much more. Are you interested in presenting your work? Please get in touch.

The next Research Notes will contain more reflections and outcomes of AI research, illustrating the potential for the different frameworks which can operate in practice and research: what works for one might not work for the other. Research Notes will continue to explore the possibilities for synergy between practice and research, as well as the contribution AI can make.

Please send suggestions and material to jan.reed@unn.ac.uk or lmholmberg@gmail.com

What is the meaning of family-centred Admiral Nursing for carers?

Penny Hibberd

University of Northumbria

Penny.hibberd@canterbury.ac.uk

Admiral Nurses are mental health nurses specialising in supporting family carers of people with dementia in community and other settings. Working collaboratively with other professionals, Admiral Nurses seek to improve the quality of life for people with dementia by focusing on supportive interventions for family carers.

However, to date, there has been limited attention paid to elicit the meaning of such supportive interventions as constructed by family carers of people with dementia on the receiving end of such services. This thesis aims to address this imbalance by operationalising an Appreciative Inquiry 4-D cycle [discovery, dream, design and destiny] informed by a preliminary stage questionnaire distributed to the whole population of Admiral Nurses in the United Kingdom (n=54) to contextualise current practice.

The data from the questionnaire identified constructs of respect, empowerment, negotiation and partnership working with carers that compared with the literature from the family-centred literature. The empirical indicators of carer ability and competence was articulated as, decision making, information receiving and sharing. The interview questions for the 'discovery' stage of the 4 'D' cycle were crafted from these emerging themes.

Using an Appreciative Inquiry 4-D cycle data were then collected over a nine month period. The 'discovery' phase also included the voluntary participation of nine carers. They presented stories of value and wellbeing in caring for a person with dementia using telephone interviews. Alongside this data collection method, participation was invited from fifty four Admiral Nurses, two carers and people with dementia, peer support groups and stakeholders of the Admiral Nurse Service (i.e. service managers, administration staff and support staff from for dementia). The resultant focus group used mind mapping to capture caring relationships and steer subsequent data collection. These data were further analysed using a constant comparison technique before moving in to the 'dream' stage of the 4-D cycle.

The 'dream' stage gave an opportunity for creative study methods. The carer group participated in data collection using photography and narrative whilst the Admiral Nurse, carer, person with dementia and stakeholder group attended a further focus group using an adapted nominal technique. During the 'design' stage of the 4-D cycle, a focus group was held for both groups. Themes were further analysed using a constant comparison technique moving the inquiry into the 'destiny' stage.

The carer data revealed the unique way that each carer managed their relationships within a complex and at times very stressful caring situation. Although each carer developed their caring role within sometimes difficult environmental, practical and emotional constraints they developed strategies and coping mechanisms that enabled them to continue to care for the person with dementia. A reference group of nine carers and two Admiral Nurses provided consultation, rigour and guidance to the study throughout the data collection period.

These findings were expressed through four typologies of caring relationships, themed as:

1. recognising
2. transforming
3. stabilising and
4. moving on

In this context, carers developed feelings of wellbeing and the value of their caring role, re-shaping their feelings of self. This is an alternative to the manifestation of isolation, stress and burden as an outcome of a caring role.

Secondly, the co-construction of the following four principles themed as attributes of Admiral Nurse practice have developed an understanding of a family-centred approach to Admiral Nursing that is relationship focused.

1. meeting the needs of the carer
2. knowledge and skills
3. working with organisations
4. deploying underlying values (e.g. trust, flexibility, honesty, accessibility, knowledge and continuity)

Practice implications resulted from the study, in that carers wish to be recognised as individuals using a typology of caring relationships; this is not only possible but achievable. There is a complex interaction between the carer and the person with dementia, and the people who support them which has a powerful influence on how the caring role is supported and maintained. This is represented by the conceptual model that has been developed in this study to present how Admiral Nurse principles and underlying values support that caring role.

The aim of this study is to explore the meaning of a family-centred approach to Admiral Nursing and asks the questions:

- Do carers value the relationships and support the family provide when they are caring for a person with dementia and how do Admiral Nurses evidence their practice?
- What is the meaning of family-centred Admiral Nursing to carers?



Jackie Stavros

DM, is Associate Professor and DBA Program Chair, College of Management at Lawrence Technological University, has co-authored books, book chapters and articles including *Thin Book of SOAR: Building-Strengths-Based Change*. She consults and provides training using strength-based whole system approaches.

Contact: jstavros@comcast.net



Dawn Dole

is Executive Director of the Taos Institute and the Knowledge Manager of the Appreciative Inquiry Commons (<http://ai.case.edu>). She holds masters degrees. She consults with schools, businesses, churches and non-profits to bring about positive and collaborative change.

Contact: info@taosinstitute.net
www.taosinstitute.net



AI Resources

edited by Jackie Stavros and Dawn Dole

AI Resources features a rediscovery of classic and new resources for your use. Resources will include list-serves, books, journal articles, book chapters, DVDs, websites, blogs, podcasts, etc. ... all in one place useful for learning more about AI to help with your consulting practice, internal work, teaching, training and extending your knowledge base and resources.

Editors' Note

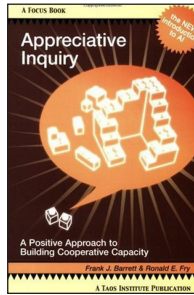
Our first issue (May 2010) featured two classic, most-used electronic resources, the AI List-serve and AI Commons. This August 2010 issue answers a frequently-asked question at AI workshops, presentations and trainings as well as on a list-serve, that is: 'What's a good book to learn more about the basics of AI?'

We started preparing this column by doing a quick search on Amazon.com and typed 'Appreciative Inquiry' and 'Books'. There were 132 results! These results can be misleading if you are trying to find a book to learn about the basics of AI. As we filtered through the list, we sorted by relevance and found over 60 books featuring AI. Then, we compared it to the 'Current Books' listed on the Appreciative Inquiry Commons and found 20 books. (To keep this list on the AI Commons updated we encourage you to submit a recent book, so please visit <http://appreciativeinquiry.case.edu/intro/bookReview.cfm>.)

Therefore, we made an executive resource decision (given the amount of space for this column) to present the practitioner books on the basics of AI. In the November 2010 issue, we will present a list of books organized by special topics to help you find a book on AI in leadership, coaching, strategy, project management, personal living, etc ...

Moving to 2011 – in the February 2011 issue, we will present scholarly books on AI. We will then feature new AI books as they are published. We hope this builds your library of books available on AI. We always appreciate suggestions.

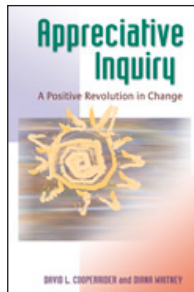
If you are looking for a book to learn about the basics of AI, here is our suggested list to get you started. We have listed these books alphabetically by author, provided a brief overview, and an ISBN number to help you locate them.

AI Books – Learning the Basics of Appreciative Inquiry**Appreciative Inquiry: A Positive Approach to Building Cooperative Capacity**

Barrett, F. and R. Fry. (2005)

Taos Institute Publications. ISBN 979-0-7880-2163-2

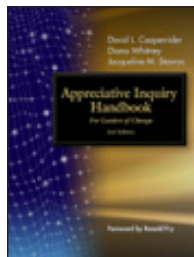
The purpose of this book is to provide a concise introduction to and overview of the growing discipline and practice of AI. This book is a 'quick read' that will assist curious change agents or leaders in determining if they are interested in learning more about AI theory and practice.

**Appreciative Inquiry: A Positive Revolution in Change**

Cooperrider, D. and D. Whitney. (2005)

Berrett-Koehler Publishers. ISBN: 1576753565

This book provides an explorative introductory guide to Appreciative Inquiry and will assist readers in exploring ways to encourage and emphasize strengths to their employees, as opposed to focusing solely on fixing weaknesses. Appreciative Inquiry is a well organized and 'user-friendly' guide and is highly recommended, especially for corporate or business executives.

**Appreciative Inquiry Handbook**

Cooperrider, D. L., D. Whitney and J. M. Stavros. (2008)

2nd Edition. Crown Custom Publishing, Inc.

ISBN: 978-1-933403-199

This book provides the recent changes in AI, including some of the longest-running AI change efforts and explains how AI has contributed to sustainability and the 'triple bottom line'. The handbook contains everything needed to launch any kind of AI initiative, from a one-hour introduction to AI to a complete two-day program. The book includes principles underlying AI to actual tools used in different settings, and classic AI articles.

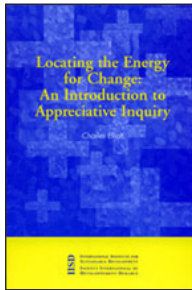
**Essentials of Appreciative Inquiry**

Cooperrider, D. L., D. Whitney and J. M. Stavros. (2008)

Crown Custom Publishing, Inc.

ISBN-13: 978-1933403205

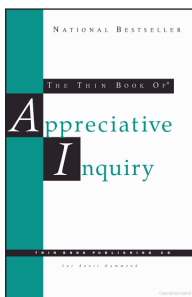
This book consists of the first seven chapters of the Appreciative Inquiry Handbook, 2nd. Edition. This shortened version is aimed at academicians, students and workshop leaders. The book covers the theoretical background and core elements of the 'AI process'. In addition, it offers six 'mini-lectures' which succinctly introduce adherents to the process of AI.



Locating the Energy for Change: Introduction to Appreciative Inquiry

Elliott, C. (1999) International Institute for Sustainable Development.
ISBN: 978-1895536157

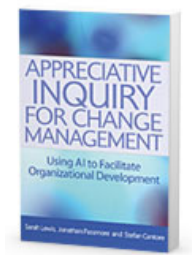
In this book, the author describes the theoretical basis of Appreciative Inquiry, shows practitioners how to use it and provides case studies of its application in the developing world. By using the appreciative process, participants identify achievements and reinforce strengths through reflection and goal setting.



Thin Book of Appreciative Inquiry

Hammond, S. (2006), 2nd Edition. Thin Book Publishing Company (original publication: November 1998).
ISBN: 978-0966537314

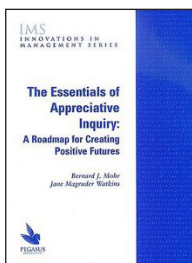
The first book published on AI. It is an easy to read introduction to the theory of AI that focuses on its core principles and how AI works. The book is written in simple language and includes references on where to go for more in-depth study.



Appreciative Inquiry for Change Management

Lewis, S., J. Passmore and S. Cantore. (2008)
1st Edition. Kogan Page. ISBN: 978-0749450717

This book illustrates the AI-way of asking particular questions and envisioning the future, encouraging staff to consider both the positive and negative systems in place and to recognize the need to implement change. It demonstrates how AI can be practically applied by combining the skills, perspectives and approaches into a practical conversational approach to organizational challenges. It takes a look at other techniques used to create change through conversation. Several case studies provided.



The Essentials of Appreciative Inquiry: A Roadmap for Creating Positive Change

Mohr, B. and J. Watkins. (2002)
Pegasus Communications. ISBN: 978-1883823573

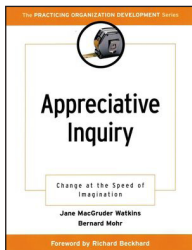
This short book (12 pages) introduces the AI philosophy and process for engaging people in building the organizations and world that they want to work and live in. Short stories are shared of AI in action and give a detailed explanation of five processes that you can use to guide AI in your workplace or community.



Appreciative Inquiry for Collaborative Solutions: 21 Strength-Based Workshops.

Stratton-Berkessel, R. (March 2010)
Pfeiffer. ISBN: 978-0-470-48316-9

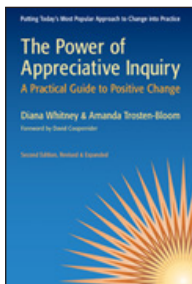
A practical resource for facilitators who want to introduce AI into their work and trainings. This book presents basic principles and practices and how to incorporate AI into existing work. There is a variety of ready-to-deliver workshops on topics such as leadership, diversity, technology, creativity, change, innovation, learning, collaboration, coaching and teambuilding.



Appreciative Inquiry: Change at the Speed of Imagination

Watkins, J. and B. Mohr. (2001)
Jossey-Bass/Pfeiffer. ISBN: 0-7879-5179-X

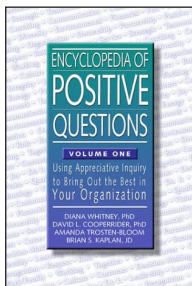
This book shows how the Appreciative Inquiry process helps OD and HR professionals tap into inspiring 'high point' accounts of personal or collective capacity. The book provides the AI core principles and how to apply AI in a variety of organizational situations and initiatives such as coaching, leadership development, strategic planning and teambuilding. It contains tools and other resources to help with immediate use in the workplace.



The Power of Appreciative Inquiry: A Practical Guide to Positive Change

Whitney, D. and A. Trosten-Bloom. (2010)
2nd Edition. 2010 Berrett-Koehler Publishers, Inc., ISBN: 978-1605093284

The *Power of Appreciative Inquiry* describes how AI dramatically improves performance by engaging people to study, discuss and build upon what's working, rather than trying to fix what's not. There is a menu of eight results-oriented approaches to AI, along with case examples from a wide range of organizations to illustrate AI. This newest edition includes examples, tools and tips for using AI to create capacity for positive change.



Encyclopedia of Positive Questions, Volume One: Using Appreciative Inquiry to Bring Out the Best in Your Organization

Whitney, D., D. Cooperrider, A. Trosten-Bloom and B.S. Kaplan. (2001)
Crown Custom Publisher, ISBN: 978-193340305.

This is a very practical self-help guide for consultants and leaders working to bring out the best in their organization. Serves as a springboard, accelerating the development of AI questions and interview guides.



Cora Reijerse

Consultant, trainer, coach and project manager, she has roots in client-centered psychotherapy. She likes to contribute to learning and development in organizations. A moderator at the NIP (a Dutch psychology institute), she writes about AI, teambuilding and individual career coaching, and is the founder of All About Change.
Contact: info@allaboutchange.nl



Ronald van Domburg

Master of Learning and Development (MLD), consultant, trainer, writer and storyteller, is fascinated by the power of storytelling and strength-based approaches. His background is as HR manager, lecturer and trainer/consultant. He authored the first Dutch book about AI. Founder of Play to Change.
Contact: ronald@playtochange.com



About the November 2010 Issue

Team and Group Development the AI Way

The November 2010 issue will be about connecting and reconnecting, looking for alignment and co-creation. Both at work and in private life, many people function in teams and a variety of groups. Working together can be a source of joy, pride and fulfilment. But it can also be frustrating and boring and bring disappointing results. What can AI contribute to creative, inspiring and successful teams and groups?

What can AI contribute to creative, inspiring and successful teams and groups? What do we learn from the experiences of appreciative team facilitators and how do they alter our view of the more traditional theories of team functioning and successful teams? Do they bring us new insights or show us new possibilities?

The editors of the November issue of the AI practitioner, Ronald van Domburg and Drs Cora Reijerse from the Netherlands invite you to be curious: to learn together and develop wisdom together about how humans align and create powerful teams.

The issue begins with an interview with Ron Fry, professor at Case Western Reserve University, about his research with successful teams: the factors that define successful teams and the impact or results associated with successful team work. Dutch CEO Joep de Jong gives his perspective on teams from his position as an experienced AI leader in global companies. Marianne Tracey (US) adds to the debate about team development by giving an historical overview of team theories and models including the Appreciative Teambuilding model.

Consultants and facilitators from the US, the Netherlands and Croatia write about their special stories with teams and groups. Richard Johnson (US) tells us how to conquer conflict with AI, Ilene Wasserman and her colleagues (US) describe their work with a health care team in an identity conflict situation and Miriam Ricketts (US) shines a light on transient teaming in organizations.

Guest editor Ronald van Domburg (NL), and Jasenka Gojsic and Mara Magzan (KR) share stories about group development from the viewpoint of group members. Kemp van Ginkel (NL) sets out five rules of thumb for the appreciative approach to teaming.

We end this special AI Practitioner issue with some thoughts about team and group development the AI way.

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IAPG Contacts and AI Practitioner Subscription Information



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Purpose of AI Practitioner

This publication is for people interested in making the world a better place using positive relational approaches to change such as Appreciative Inquiry.

The publication is distributed quarterly: February, May, August and November.

AI Practitioner Editor/Publisher

The editor/publisher is Anne Radford. She is based in London and can be reached at editor@aipractitioner.com

The postal address for the publication is:
303 Bankside Lofts, 65 Hopton Street, London SE1 9JL,
England.

Telephone: +44 (0)20 7633 9630

Fax: +44 (0)845 051 8639

ISSN 1741 8224

AI Practitioner © 2003-2010 Anne Radford

