

HPOG 2.0 Innovation Roundtables
Pathways to the Future: Building Capacity for Innovation with Appreciative Inquiry
Pre-Roundtable Appreciative Interviews

HPOG Innovation Conversation Guide Reference Sheet

The information below is organized according to the HPOG Innovation Conversation Guide sections with a brief description of why it's included and what each section is intended to help us learn in the inquiry. But, first a few general guidelines to inform your approach to the Appreciative Interview.

- THIS IS A CONVERSATION FIRST AND FOREMOST** – The Conversation Guide is intended to be just that: a comfortable conversation. A great approach is to engage the interviewee much like someone you highly respect and are genuinely excited to learn from. Think coffee with an admired friend. Be comfortable and curious. Don't be afraid to let your enthusiasm show...objectivity is not required for this interview.
- MAINTAIN A POSITIVITY BIAS** – As the interviewer asking appreciative questions about the program you know so well might seem a bit awkward. It may even seem easier to highlight “areas for improvement” for your interviewee. Try to suspend that feeling. There will be ample time to highlight where the program can improve and also opportunities for innovation.
- A NOTE ABOUT YOUR NOTES** – *WHAT* you're listening for and writing down during the conversation is your interviewee's perspective on your HPOG PROGRAM's CORE ASSETS, STRENGTHS, CAPABILITIES, and CONDITIONS at play when your HPOG program has been an innovation ninja! In other words, what processes, procedures, values, practices, knowledge and practice wisdom, team or individual characteristics seem to facilitate, enable, inspire, or drive powerful innovations within your HPOG program...include these on the summary.

<i>What this is...</i>	<i>Why it's here...</i>
OPENING	Rapport building, sets the tone for the interview, and provides a gentle heads up to the appreciative approach. SUPER IMPORTANT – These questions may seem very personal to some so remind people they have full control over what they share and can tell us how we can use their stories.
DISCOVER (D1) Questions 1-2	This kicks everything off! This is where we begin our research into “what forces are flowing when we're at our best.” As Appreciative Inquirers, we use questions to guide the direction of the inquiry and the stories (aka data) that are shared. The questions are designed to reconnect interviewees to examples of peak experiences with innovation in your HPOG program, successes, positive characteristics, etc.

<p>DREAM (D2) Question 3</p>	<p>This question invites the respondent to begin to think beyond what’s currently happening to how the HOPG program could or should be in the future based on the best experiences as program innovators. This question is designed to help folks envision the future they want to see.</p>
<p>DESIGN (D3) Questions 4</p>	<p>These questions signal movement of the conversation from dream to design. This is where the respondent has an opportunity to describe what they’d like to see that is not already present. The placement of this AFTER the dream question is fateful because it allows the interviewee to identify opportunities for innovation from the big picture not just a nip and tuck to the current level of practice. The bar is much higher here.</p>
<p>DESTINY (D4) Question 5</p>	<p>Here we put the pencil, drawing board, <i>and</i> drafting paper in the interviewee’s hands. This is their moment to say loud and proud, bold as gold, “THIS is what I value; this is what I need, this is what would make the difference for me.”</p>
<p>INTERVIEW SUMMARY SHEET</p>	<p>The summary information compiles ideas for affirmative topics for future inquiry and innovation as well as highlight areas of import, interest, and inspiration among your stakeholders. The information provided on the summary sheet is as good as gold, silver, and platinum put together!</p>