Creating Appreciative Questions for use in Discovery

# Purpose:

To ensure that the questions asked during Discovery are appreciative and tailored to the needs of each target participant group [e.g. staff, residents/clients, family].

At this point, we have settled on the broad categories of roles/positi

**Materials Needed:**

* Sticky notes or small pieces of paper and adhesive tape (allow for several pages per person)
* Chart paper or whiteboard, with pens/ markers
* Instructions for participants

# Instructions:

1. Create a table with any questions for Discovery produced during the ‘What and what for’, The Discovery Chart and/or the ‘Collecting Positive Stories’ activities.
2. Divide Culture Change Coalition members into as many small groups as you have target Discovery participants (e.g. if you are targeting staff, family and residents, create three groups).
3. Remind the coalition members that the purpose of Discovery is to gather **stories** so that we can:

* Find out what works best at Yee Hong from as many perspectives as possible
* Ask ourselves what is happening when something great happens at our group or organization.
* Think about what these stories tell us about an ideal care future at our group or organization.

1. Ask each group to review the existing questions from the perspective of one target group and answer the following questions.
   1. Does this question make sense for the group you are representing? Should it be re-worded?
   2. Will this question encourage people to share positive stories? Is it appreciative?
   3. Will this question make anyone feel uncomfortable?
   4. Will this question encourage people to share their experience beyond a few words?
   5. Does this question need any follow up prompts or probes in order to make sure its meaning is clear?
   6. Should the Culture Change Coalition ask any other questions to this group which are not listed?
   7. Should any question be removed?
2. Once each group has edited the list of questions so that they are most applicable to the target Discovery group they are representing, ask a spokesperson to write the questions legibly on a white board or on flip chart paper and share the questions with the larger group.
3. Ask the larger group to share any comments or perspectives they have. Depending on the format of the Discovery method (focus group, interview, online survey etc.) the questions may need further editing before they can be finalized.
4. NOTE: Depending on time constraints and the number of questions/target participant groups, this process might take several meetings. Consider using a meeting to finalize questions for one group at a time, rather than all groups.
5. Once you have finalized these questions, you are ready to move forward to collect information from your broader group or organization!