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OK Training Tribute

OK Training Tribute Committee.
Hosted by the Office of Personnel Management Website

Appreciative Inquiry

Have you ever heard the saying: "If you can't say anything nice, don't say anything at all"? Well, who would have thought that this positive little phrase would bring a fresh approach to organizational change and development?

Appreciative inquiry is the communication of positive ideas and analysis of what works at an organization to grow new ideas and foster change with a process that focuses on success rather than failure. For instance, an organization that finds problems and then attacks the problem to find solutions will encounter issues of defensiveness and negative competitiveness among employees. Much like a doctor, upper management can diagnose a problem and then go about cutting out disease, treating symptoms and issuing large doses of medicine.

It may seem like a new age remedy, but the process of appreciative inquiry allows a team to ask questions about what works at the organization. They can focus on processes that encourage growth and employee attributes that make the organization successful.

Another example: A manufacturing organization has recently implemented change then ran through an executive appreciative inquiry session to develop further change. The technology recently implemented to make the first change happen was positively received by the employees. Therefore, further technology upgrades may be the catalyst to better encourage the next scheduled change.

Another way to define Appreciative Inquiry is to reflect on what these two words mean. "*Appreciate*" is to recognize and to value. It is the very opposite of fearing or criticizing. Then, "*Inquiry*" is the ability to ask questions about and to explore situations.

Together this process allows an organizational group to focus on the positive strengths, capabilities, resources, potentials and assets that the team has developed thus far, then build on the attributes of those values.

When groups approach the appreciative inquiry process, it is normally done in a four step process. There are various acronyms and models that can define these steps. A description of the four common steps are as follows:

Stage 1: Forming team ...

Continued...

Customer Service – Meeting Needs

The upcoming Practice and Policy Seminar sponsored by OU and DHS Lecture Series is titled: Customer Service - Meeting Needs. It will be held on Friday, November 19, 2010 at the Oklahoma History Center in the Chesapeake Room from 12:00 pm – 1:00 pm.

Dr. George E. Young, Sr. will provide insight to some of the challenges of connecting citizens to resources as he presents the topic of Customer Service - Meeting Needs.

Dr. Young was appointed to the Oklahoma Commission for Human Services by Governor Henry. He serves as a board member for Red Cross, United Way, Latino Community Development Agency, Areawide Agency on Aging, Citizen's League, Leadership Oklahoma, Shiloh Youth Camp for the Eagle Ridge Institute, and Phillips Theological University. He holds a Master of Divinity degree and doctorate in ministry from Phillips Theological Seminary in Tulsa and is currently the pastor at Holy Temple Baptist Church in Oklahoma City.

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Our mission is to distribute the most current and pertinent training news and to collect information regarding unfulfilled needs for training. We hope to be a source of information for training managers and supervisors throughout Oklahoma.

A Successful Event! by Carol Fletcher, DCS Wellness Coordinator

At the 15th Annual State Capitol Health & Safety Expo there was a real flurry of activity first thing in the morning as state workers flocked to fill their pink Mademoiselle Fitness bags with toothbrushes, candy, rubber brains, rulers, eyeglass cleaning kits and all kinds of interesting items. There was a steady flow all day and many booths had great information to share.

There were long lines at all six of the Chiropractic screening booths and substantial interest in the Foot Solutions booth. The massage booth was constantly busy! There were several booths to get your blood pressure and BMI (body mass index) taken. There was also a great deal of information available concerning different diseases.

Many fitness centers were offering free passes and information about their facilities. You could get your questions answered about any of the health insurance and dental plans. A few financial institutions were represented . Also, there were medical research companies that do medical trials where one could sign up to see if they qualified.

It appeared to be a very successful event!

Continued... Affirmative Inquiry

relationships, inquiries as to strengths, stories of best practices snd enhanced organizational knowledge.
Stage 2: Discussing possibilities for the future, opportunities for the organization to grow.
Stage 3: The team looks more closely at process design, strategic planning and program development to meet aspirations and goals.
Stage 4: Individuals on the team will focus on personal commitment to the change process and will maintain resources and measurements to follow through with the ongoing changes.
Appreciative Inquiry is a different organizational change and development approach that allows people in an organization to feel valued and part of a winning team. It allows the focus to be taken off mistakes and flaws while highlighting achievements and goals. Lastly it creates teams that do not fear criticism or change.
For more information on this training technique please visit http://appreciativeinquiry.case.edu/intro/definition.cfm. And for a great in-depth article please visit http://www.thinbook.com/docs/doc-whatisai.pdf

Course Still Available: *OPM/HRDS Classes that still have seats for the fall include:*

HRD030 -009	• Managing the Troubled Employee	Rose	11/9/10
HRD017 -0019	• Effective Time Management Tech.	Tulsa	12/3/10
HRD023 -0013	• How to Conduct On-The-Job Training	Tulsa	12/1/10
HRD043 -0009	• Skills for Effective Presentations	Rose	11/18/10
HRD034 -0014	• Personnel Policies & Practices	Rose	12/8/10
HRD046 -0015	• Team Building	Rose	12/15/10
HRD049 -0016	• Writing Skills for Managers	Rose	12/8/10
HRD052 -0010	• 7 Habits of Highly Effective People	Jim Thorpe	12/7/10
HRD082 -0002	• CCCS Financial Fitness	Jim Thorpe	11/4/10
HRD086 -0001	• FOCUS for Microsoft Outlook	Jim Thorpe	11/9/10
HRD045 -0010	• Structured Interview Process	Rose	11/17/10