



Appreciative Inquiry Exercise National Veterans Intermediary Webinar | October 29, 2019

Instructions: In this exercise, you will be asked to **reflect and share a story about a positive systems change with which you have been involved in your community's current veterans collaborative or elsewhere.** Before we begin the exercise, see the projected slide that gives an illustrative example of "systems change."

- 1. Peak Experience:** Reflect for a moment and remember a time when you were proud to be a part of a positive systems change (in your current veterans collaboration or elsewhere). You felt alive, energized, and excited by what you saw and experienced. Things truly shifted in a substantive way that marked real progress for veterans and their families (and for the organizations and systems that serve veterans). The shift was noticed not only by you, but by many others as well. This was a time when you realized that real change was possible – when weeks, months, or even years of work showed signs of paying off, and reaching the initiative's goal felt more possible than ever.

Describe the experience.

Describe how the systems change happened, and the role of leadership in the systems change

- What were the tangible benefits and specific outcomes of the systems change?
 - Who was engaged with the systems change effort? What was *your* role?
 - What core factor enabled this change to take place?
 - What were the qualities of leadership that effectively supported the change and/or made it happen?
- 2. Three Wishes:** If you had three wishes that would facilitate more systems change success stories of the kind you just described, what would they be?

Appreciative Inquiry Exercise Steps:

1. Reflect on your story and 3 wishes. Using the worksheet on the next page (or your own notebook), write down some notes on the key points about your story and your three wishes (3 minutes).
2. Share your story and 3 wishes with the full group on the webinar line (**1 minute max** per person). As you listen to each webinar attendees' story and their wishes, take notes on common themes.
3. As a total group, we'll ask for a few takeaways and discuss common themes.

Use the following page to take notes.

