

AI workshop in Nayón, a small satellite city outside Quito - Ecuador



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Facilitation

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1. Brief description of myself.

I am an independent development consultant working in Community and Youth Development; I have worked mostly with international organizations and grass roots organizations (NGO). I have lived in 7 countries; our last country was South Africa where I attended the AI training. In addition to that, I am a Certified Professional Coach by Consciousness Coaching in South Africa, a ICF certified program.

On January 2013, I moved to Ecuador where I relocated with my family after 30 years of being on the road. My first AI workshop in Ecuador was on June 2013. I did use AI in my work in South Africa, but since I was in a wrap up process, leaving the country, I did not have the opportunity to hold a complete process for the certification. I would request that you take into consideration the fact that I was in the process of relocation, right after the time that I attended the AI training, and accept this report for my qualification as a Certified AI Facilitator. I have been actively using this methodology with great success, and my objective is eventually hold trainings here in Ecuador, and get involved with the AI network that already exist here in South America.

2. Brief description of the organization, group, or community you worked with.

The City of Nayón is a small village satellite to the city of Quito, in Ecuador, with about 15.000 habitants, and 55 Hectares. I moved to this village when I arrived to Ecuador. This village has a special quality that it has maintained its rural feeling, even though it is only 5 km from the city of Quito, a capitals city of over 2 million habitants. One of the main reasons being, that it had no major access roads up until a few of years ago. Quito is about 2.800 over sea level, and Nayón is 2.300, this difference gives Nayón warmer temperatures and perfect conditions for growing fruits, vegetables and flowers. It is known as the flowerbed of Quito.

I approached the city of Nayón to work with them, motivated by neighbours and residents that saw a real threat of losing this rural quality to become just part of the big city. I made an appointment to speak with the President of the Parish, we had a long conversation about who I was, why was I there, and how could I cooperate with Nayón, using my experience in community development. We set up another meeting where the President invited all the town council (5 people), so we could present my intentions and myself to the council. As expected, the meeting with the Council was not the easiest, and we had subsequent meetings to clear all the doubts of the Council. I have been working with the city and the community since June 2013 and now the initiative has grown to make of Nayón an ECO-RURAL VILLAGE, to save its rural identity. The starting point was an AI workshop on June 29, 2013. All the material has been produced in Spanish, I have translated the most relevant pieces for this report.

3. List the names and/or category of stakeholders you included in the Core Group, the cross-section of people that helped you identify the topic and modify the Interview Guide.

City of Nayón. -

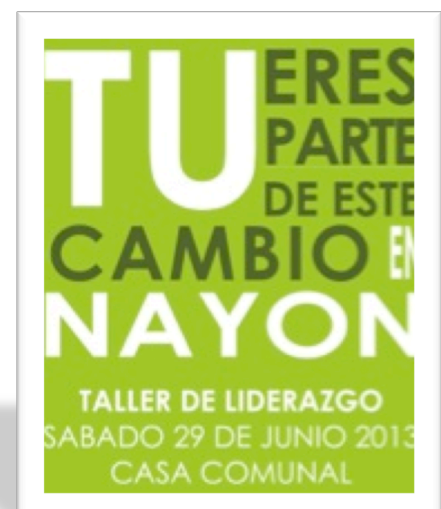
- A. President of the municipal parish: Dra. Lourdes Quijia
- B. Vice-President of the municipal parish: Fátima Palacios
- C. Vocal of the municipal parish: Dr. Paulina Narváez
- D. Vocal of the municipal parish: Germania Alvarado
- E. Vocal of the municipal parish: Susana Chanchay
- F. Administrative assistant Gloria Pillajo
- G. Representing the community: Paulina Jaramillo
- H. Representing the community: Gustavo Sotalín

3. What was the positive topic that the Core Group identified for inquiry? What method did you use to help them identify the topic?

Following a few visits from me and members of the community of Nayón with the President of the municipal parish, to explain the AI process and why the community wanted to get involved to take action facing the change that was taking place without any saying from the community; I made a AI power point presentation (**annex 1**) to the parish government, explain how would I facilitate the workshop following the five generic processes. From there we scheduled a planning workshop to find the positive topic.

We had the entire group listed above were at the planning workshop, to find the positive topic. The starting point of this meeting was that the citizens felt helpless with the changes that were going on without any control, or knowledge. The way I facilitated the meeting, was basically supplying questions, and rephrasing "problems" into what would we like to "create"; in this case, citizens that felt part of the changes in Nayón. We came up with the topic **"You are part of the Change in Nayón", Leadership Workshop, Saturday, June 29, 2013 at the Communal House.**

The above invitation was design by one of the participants, and the local government took charge of the invitation and the workshop logistics. The Workshop was held at the building of the local government in Nayón. There were **56 participants** at the workshop, from a variety of sectors of society, all Nayón residents.



4. Attach or include the modified Interview Guide they used, i.e., the Generic Interview Guide slightly modified for the positive topic of the inquiry.

Appreciative Inquiry Nayón (This is a translation of the original document in Spanish)

1. Best experience

Describe a story about the best times I you had as a member of the community of Nayón. Looking at this story, remember the time when you felt more alive, more engaged and more excited about your participation.

- Why was this an exciting experience?
- Who was involved?
- Describe the event in detail?

2. Values

Let's talk for a moment about some things you value deeply, especially the things you value about yourself, the nature of your work, and your participation in community Nayón.

A. Without being modest, what do you value most about yourself as a person and as a member of this community?

B. When you have felt the best in this community, what actions taken by the community do you value the most?

C. What do you value most about Nayón?

D. Which is the most important thing Nayón has contributed to your life, and to Metropolitan Quito?

3. Core Value

What do you consider the core value of Nayón? Provide some examples of how you have experienced first hand these core values?

4. Three Wishes

What would be your 3 wishes to increase the vitality of Nayón, and empower its community?

Review sheet

1. What was the most appreciative quote that came out of the interview?
2. What was the most compelling story that came out of your questionnaire? What details and examples shared the person that you interviewed? What effect did this story had on you, and on other people involved?
3. What was the moment that most moved him to you to hear the story?
3. Note some innovative processing or deep learning creative illustration during the interview? If any, please describe what you learned from that example.

Investigación Appreciativa NAYON

- 1. Mejor experiencia:**
Describe una historia sobre los mejores momentos que ha tenido como miembro de la comunidad de Nayon. Menciona a esta historia, recuerda el momento cuando usted se sintió más vivo, más involucrado y más comprometido acerca de su participación.
¿Qué es lo que hizo de esta experiencia algo apasionante?
¿Qué valores involucró?
Describe el evento en detalle?
- 2. Valores:**
Habla sobre por un momento acerca de cuatro cosas que usted valora profundamente, especialmente las cosas que usted valora acerca de usted mismo, la naturaleza de su trabajo y su participación en la comunidad de Nayon?
A. Sea ser querido, que es lo que usted valora más acerca de sí mismo, como persona y como miembro de esta comunidad de Nayon?
B. Cuando se ha sentido en el mejor momento en esta comunidad, que es lo que más valora de las acciones que realiza en esta comunidad?
C. ¿Qué es lo que valora de Nayon?
D. ¿Cuál es la cosa más importante que Nayon ha contribuido a su vida, y cuánto le ha ayudado?
E. ¿Valor Central?
¿Cuál considero usted el valor central de Nayon? Proporcione algunos ejemplos de cómo usted ha experimentado de primera mano este valor?
F. Tres deseos:
¿Cuáles serían sus 3 deseos para incrementar la vitalidad y la felicidad de Nayon?

Hoja de resumen

1. ¿Cuál fue la cita más apreciativa que salió con la persona que hizo el cuestionario?
2. ¿Cuál fue la historia más conmovedora que salió de su cuestionario? ¿Qué detalles y ejemplos compartió la persona a la cual entrevistó? ¿Qué efectos tuvo esta historia en la persona entrevistada y en las otras personas involucradas?
3. ¿Cuál fue el momento que más le conmovió a usted al escuchar la historia?
4. ¿Observa algún ejemplo creativo, innovador de transformación o aprendizaje profundo durante su entrevista? Si hubo algunos por favor describa lo que aprendió de ese ejemplo.
5. ¿Cuáles fueron los tres (3) temas que sobresalieron durante su entrevista?

5. What method of interviews did people use to inquire into exceptionally positive moments, face-to-face paired interviews, or some other way?

I used face-to-face paired interviews.



I explained to the whole group the process of interviewing. The context that I created for this process was that the individuals should be absolutely curious about the other. We set a total of 20 minutes for the interview and 5 minutes for the review sheet. I was available for clarifications and questions.

From there, once the interviews were finished, I instructed the groups to come together and share the stories with the group. I instructed the tables to select a

timekeeper, a scribe and a facilitator for each table. During this sharing process, the facilitator and the timekeeper were involved.

6. Attach or include a list of the Life-Giving Forces (what they MOST wanted to create MORE of) that the group identified in the stories they shared.



- Love Nayón
- Preserve our rural town, our trees, our plants.
- Have more community organization
- Rescue the culture and the ancient traditions of the community
- Decrease the consumption of alcohol
- Improve the road system to avoid the traffic jams in the village
- Recycle our waste
- Control our urban development

The creative interpretation of the groups was diverse, we did sketches, and they focused on the problems that the city faces such as:

- Transportation / lack of order
- Garbage / the city is dirty
- People do not longer greet and respect each other
- People parking illegally all over the city
- The lack of quality of the local school
- Abuse of Alcohol during weekends
- Lack of attention to the public at the government office
- Flower bed of Quito

7. Attach or include the Provocative Proposition(s) the group or organization created from the LGFs.

"Nayón is a Parish with orderly and respectful development, taking into account the interest of the community, and preserving its rural identity. It is a prosperous, safe, organized and clean parish, full of color, flowers, and trees. Nayón where citizens of all ages are involved as leaders, and the general population sees themselves as owners of the Parish's future."

8. Attach or include the Strategic Intentions the group or organization developed to realize the Provocative Proposition(s) they created.

Once the whole group voted on the initiatives to be carried forward, the group divided into whichever group they wanted to belong to. From those groups, the commissions were selected. I instructed the group to auto-regulate themselves to find the commission, and they did. Leadership emerged from each group.

1. A community commission was created to continue to process towards the provocative proposition.
2. A commission was created to go to the local office of public works to demand new road signs and speed bumpers to reduce speed within the city.
3. A commission was created to develop a recycling program for the city.

9. Impact or Results: What organizational, group or community attitude, process or structure changes have people made as they move toward realizing the Provocative Proposition(s)? What progress have people made toward their Strategic Intentions or Initiatives or Pilot Projects? What stories of success can you share?

The community commission has been meeting periodically since the workshop, once a week on its peak times. The commission distance themselves from the local government because of lack of support. Their parish president was overwhelmed with just the daily tasks of



her office. There is as well much political fragmentation, and the president has very little support from her staff. Now we have a new Mayor of Quito, and the perspectives are positive, and in the community there are members of the new party that live in Nayón, and know of this initiative. The initial group grew to include many more members of the community. The group is diverse and includes urban developers, artists, shopkeepers, drivers, writers, economists, farmers, together, the group came up with an image of where do they want to go, and a strategic plan to achieve it. This is a particularly difficult time, since we just had local elections on the 23 of February, and the results are yet to be known at the parish level. Campaign and now this uncertainty has slowed down the process, but the commission has taken contact with all the different political groups to move forward with this initiative with whoever comes to power. There is great acceptance and enthusiasm around this initiative, and the first of its kind in Ecuador. **NAYON A RURAL PARISH - LETS MAINTAIN NAYON RURAL – EVERYONES DREAM – TOGETHER WE CAN DO IT – A CITIZENS INITIATIVE**

The road commission went to the local office of public works, and with the help of someone that works at the municipality and lives in Nayón; the signs and speed bumpers were put into place.

The recycling commission joined forces with the community commission and the join initiative of ECO-NAYÓN was born.

10. What will you do to ensure that people continue to move toward realizing the Provocative Proposition(s)? How will you help them gather stories of success? How will you help them celebrate? How will you, as the AI Facilitator, support their ongoing success?

As part of this community, as an AI facilitator, I have been actively involved in the process, and often facilitate the meetings from an “appreciative point of view”. Now that we had a pause because of local elections, we gathered to get inspired of what the community has accomplished. It will be a bumpy road ahead, since there are many developers that are interested in building massively in the area. The fact that

this initiative is now more and more known, has brought more of the community to share the dream of what Nayón can become. A new document, dated March 2014, has been published and it is circulating among residents "Imagina Nayón", Imagine Nayón, to communicate the dream to all residents. The provocative proposition from the initial AI workshop has been included in the document.

Imagine Nayón



MARZO 2014

Imagina Nayón

Parroquia Rural Ecológica

Una Visión y Responsabilidad Compartida por Tod@s



Eco - Nayón

IMAGINA EL FUTURO... Nayón: una parroquia con un desarrollo ordenado y respetuoso, tomando en cuenta los intereses comunes, y conservando su identidad rural. Una parroquia sustentable, prospera, segura, organizada, limpia, llena de color, flores y arboles. Un Nayón donde los pobladores de todas las edades están involucrados como líderes, y los ciudadanos de Nayón en general se ven como dueños del futuro de la parroquia.

Quiéres unirte a este iniciativa? ¿Tienes nuevas ideas, sugerencias?

Escríbenos: econayon@gmail.com

Manteniendo nuestra Ruralidad

Esta es una iniciativa ciudadana desde Junio 2013, no como Eco-Nayón sino comenzó como una iniciativa de organizar el desordenado desarrollo urbano en la zona. Y de estos acercamientos y reuniones nació Eco-Nayón. Hasta ahora nuestros esfuerzos se han concentrado en socializar la iniciativa con la comunidad y estamos en el punto que hemos logrado grandes coaliciones y alianzas estratégicas con la comunidad y en la comunidad.

En este momento de transición política, nosotros como iniciativa comunitaria estamos buscando posicionarnos frente al nuevo gobierno y así explorar la posibilidad de hacer de Eco-Nayón un proyecto piloto para la nueva administración. También utilizar todo el conocimiento y experiencia que ya posee el Municipio, para sacar este proyecto adelante.

11. What did you wish for in the inquiry? What did you learn from the inquiry about yourself and your facilitation? What was your “personal best” experience related to facilitating the Inquiry?

I contacted **Ezelle Theunissen** at the beginning of 2012 to enquiry about the facilitation training in Cape Town; she told me that I had to wait until August when the next training was taking place in Cape Town. I had been going through a process of transformation, I had completed my training as a professional coach, and I was successfully applying this new way of doing things in my development projects. When I hear about Appreciative Inquiry and researched about it, I knew it was the right thing for me, and the next step that I needed to take. So I waited patiently for the training in August. After my training, I was on my way out of Africa towards a new adventure in South America, but I was so confident that this new approached was going to change my life, and it has.

I wished for the enquiry in Nayón to start a process to bring awareness of how beautiful this village is, and what it could become. As this initiative grew, I realized how many people wanted to be involved, but didn't know how, this has been an opportunity for many to be active and make a difference.

What I learn about myself was that I was able to organize and go through a difficult process with enthusiasm. It was mainly my enthusiasm and my real appreciation for this beautiful place where I live, which made the initial workshop possible.

The workshop started with a high level of negativity, the group's expectations was to find just another workshop, and most of them were there because lunch was offered. By the time they had to do the creative interpretations, they were on fire. They were all so kind and thankful at the end of the day, and I was able to share the contagious energy that AI brings to the groups. Since then, I have been facilitating AI workshops, and every time, I am mesmerized by the effect of bringing appreciative thinking to a group. I told Ezzelle when she called me back to tell me about the training; “I have been waiting for that phone call all my life”, and it was so true, today more than in 2012. For over 20 years, have worked in traditional international

development, I had the heart, the passion, to do that kind of work, and of most of those years, I only have sad tales of hunger, poverty and my incapacity to make a real difference. Today, I am making the difference; to me AI was the missing piece to make the difference.

12. Have you received permission from the “client” or “clients” to tell us their story? In other words, does Company of Experts, Inc. have permission to share this story with others? If not, who would Company of Experts, Inc. need to contact to receive permission? If you could please answer each question as if telling us a story. Attach any materials that you may use such as power points, agendas, etc. It helps for us to “experience” your facilitation. Also, if you take pictures and we may use those, please include them.

Yes, I have.