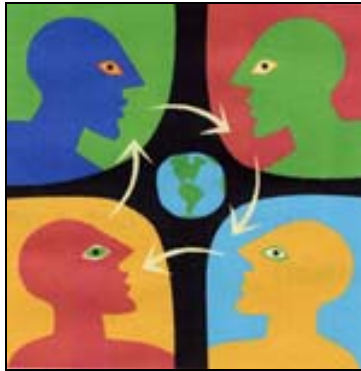


Words Create Worlds®
October to December 2010
Appreciative Inquiry Certified Facilitators



Congratulations to newly Certified Appreciative Inquiry Facilitators (AICF) **Colin Brett** (AIFT 2006, Cape Town, South Africa) **Helen (Trez) Teresa Buckland** (AIFT 2009 Vancouver, Canada), **Wendy Magahay** (AIFT 2007 Palm Springs, CA, US), **David Markewitz** (AIFT 2010 Las Vegas, NV, US), **Darian Schiffman** (AIFT 2010 Baltimore, MD, US), **Terry Trafton** (AIFT 2010 Las Vegas, NV, US), **Jami Pogue** (AIFT Las Vegas, NV US).

NEWLY CERTIFIED AI FACILITATORS - CURRENT AND PAST CASE STUDIES/STORIES OF SUCCESS CAN BE FOUND ON OUR BLOG – UNDER RESOURCES (WHEN WE HAVE PERMISSION TO PUBLISH):

[HTTP://COMPANYOFEXPERTS.NET/BIZ/RESOURCES/SUCCESS-STORIES/](http://COMPANYOFEXPERTS.NET/BIZ/RESOURCES/SUCCESS-STORIES/) WHILE YOU ARE THERE PLEASE CHECK OUT OUR NEW EVENTS [HTTP://COMPANYOFEXPERTS.NET/BIZ/CALENDAR/](http://COMPANYOFEXPERTS.NET/BIZ/CALENDAR/)

Each of these newly certified Facilitators completed the four-day intensive training followed by a supervised practicum including their documentation. We have a number of inquiries that were individual or small group based rather than organizational. As such we do not have permission to print those.

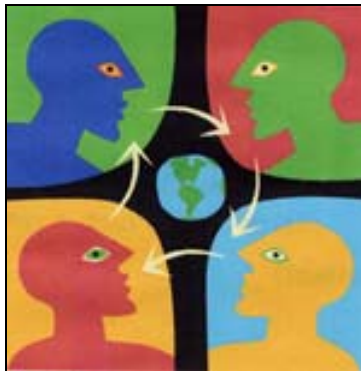
Does “Design” matter?

“First we shape our structures and then our structures shape us”
Winston Churchill

Colin Brett – Discovering Your Best through Inquiry

We meet so many people who are in life transitions during this time of world change – either personal or professional. Colin introduced Appreciative Coaching to Sandra his client to adapt the facilitator training for coaching. Colin saw this as the “ideal

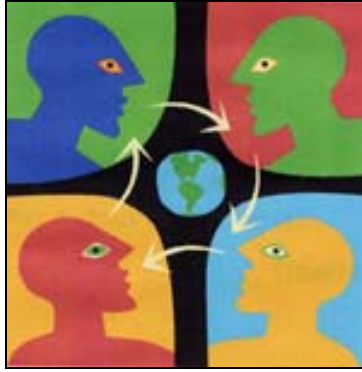
opportunity” to use AI with an individual in a coaching context. This is a wonderful story of the generative power of Appreciative Inquiry by exploring options and making adjustments to adapt AI in new and transforming ways. Sandra, a brave and dynamic individual, who has agreed to share her story and her strategic intentions with all of us. You may find Colin's story of Sandra's journey at <http://companyofexperts.net/biz/resources/success-stories/>



Helen “Trez” Buckland – Unleashing the Power and Potential

Trez worked with a large educational organization for her practicum which included four individual sessions. With the Core Group, Trez identified the positive topic for the inquiry as “Unleashing the Power and Potential”. They used the Generic Interview Guide for paired, face to face interviews. Trez reports that the Life-Giving-Forces (LGF's) changed over the four sessions and that the group had difficulty with LGF's. A great deal of time was spent defining and what did LGF really mean. This is an important learning lesson. Others have told us that they have had this issue with LGF's and other AI terms. It helps to use terminology that the client understands as an alternative description for them. When meeting with our Core Groups, I now include terminology and their stakeholder's perceptions about terminology and their readiness for embracing AI terms. At the training here in Las Vegas in February 2011, we had two people for whom the word Destiny had a negative “vibe”.

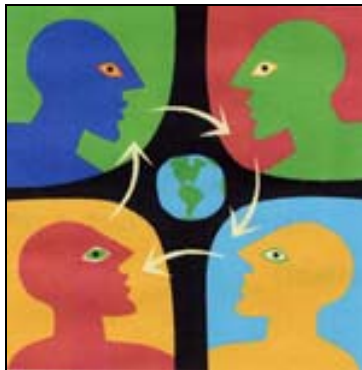
Trez reports: My personal best experience of the facilitation was seeing the joy on the faces of the participants as they worked out the details in small teams/groups regarding their Provocative Propositions, Bold Ideas and Commitments, Offers and Requests, at the last session. Her client did not provide the authorization to publish their story.



David Markewitz – Appreciative Inquiry, Exploring a Relationship

David's inquiry is with a couple – Paul and Anya and he takes us on a gentle path of learning and exploring. David reports "The Design phase caused Paul to add, "Before in couple's workshops, we have written action plans and they always seem to drift. Today is the first time I have had to commit to you (Anya) and have it witnessed. That part of the inquiry seems real important to me."

During the Dream phase Paul and Anya created a visual image of a tree with a winged shared heart resting on the upper branches and from this the Provocative Proposition of "Our dynamic relationship nurtures and inspires love, harmony, joy, spirit, passion and magic. You may find David's story of his time with Paul and Anya at <http://companyofexperts.net/biz/resources/success-stories/>

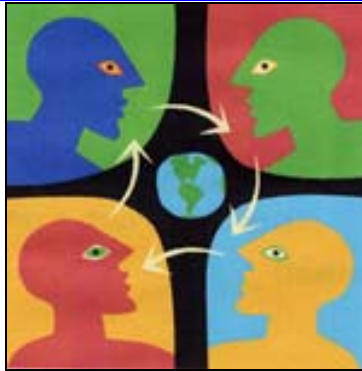


Wendy Magahay – Becoming the Most Frequented Restaurant

A family-owned business, one of their key strengths is the care and attention given to hiring the right people and providing them with the right training on an ongoing basis. In an industry where employee loyalty is a rarity, Zambri's is highly successful in retaining employees. It is critical to the owners to maintain "the Zambri's way" – a high commitment to customer service and quality – in growing their team and implementing their training. The owners face the daunting task of hiring a significant number of new

staff while operating the restaurant and managing the logistics of the move. They also want to preserve the quality and precision of their management in succession planning as their senior staff takes on more responsibility. See this story and more at

<http://companyofexperts.net/biz/resources/success-stories/>

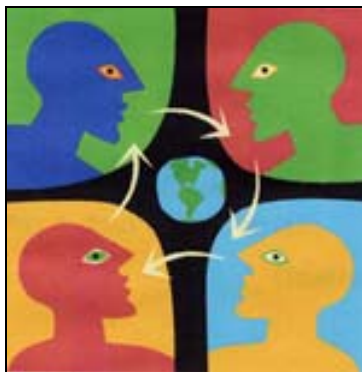


Jami Pogue – Being our Best Together

Jami chose to work with the staff of her restaurant for her certification. She told us “recently, the staff had gone through a significant transition and it was a perfect time to gather them together to discuss and receive input on the future direction of the restaurant.

Jami Reports: My personal best experience was hearing the stories that came out of the interview. Our bartender, who is a big hockey hunk, got all choked up when he told us how working here had impacted his life in a positive way. You may find her story and others at:

<http://companyofexperts.net/biz/resources/success-stories/>



Darian Schiffman – Empowering Off-Campus Students

Darian worked with the Core Group which consisted of six students who are on the Board of a student organization that designs programs to serve the needs of the universities commuter population (students who live off campus).

Their Provocative Proposition

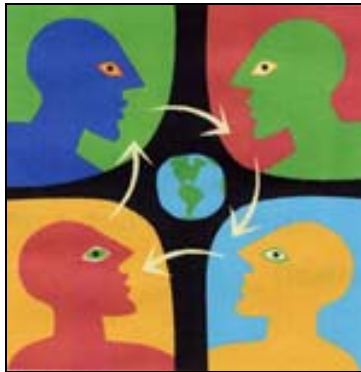
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www.CompanyofExperts.net

“We empower off campus students by providing them resources and offering educational, social, and recreational opportunities to better enhance their college experience, while advocating for off campus students’ needs.”

Darian reports: A fantastic pilot program that is quickly growing into a full-fledged service opportunity for new off campus students is one a programming board member recently developed called “Campus Connections.” It’s a peer mentor program designed to help students living off campus acclimate to their new surroundings. In this program, new off campus students are paired up with an on campus student peer mentor. To find out more about their exciting work along with other stories:

<http://companyofexperts.net/biz/resources/success-stories/>



Terry Trafton – Creating a Compelling Image of the Future!

Terry’s practicum work was with an outpatient Counseling Center in suburban Kansas City. See the report in Terry’s own words

<http://companyofexperts.net/biz/resources/success-stories/>

Terry reports: My hope for my first inquiry was to be able to get through it, represent the Ai process correctly, and get everyone’s participation and buy-in for this process. The biggest thing I took away from the Inquiry was just how energizing and fun the process can really be in a large group (24). The Ai process melted away any resistance and everyone embraced it wholly. My personal best experience in facilitating the Inquiry was to see how many people were energized including myself to action and have so many positive things to say after the inquiry, “This was the best, most productive planning session I have ever been a part of and it was FUN!” and then seeing the staff follow through with commitments.

We look forward to hearing more from all of these new AI Facilitators!

WORDS CREATE WORLDS – LOOKING FOR A PAST ISSUE?

You will find all past issues of Words Create Worlds and our 20th anniversary edition with great stories on the Resources section of our blog: <http://companyofexperts.net/biz/resources/e-news>. Let us know if you have a case study or success story that you may want to profile on our blog! We invite you to explore

the blog and our changing website. If you would like to be a contributor to the blog, please let us know. Also, we have a forum that we are hoping our AIFT Graduates will start to use to share, learn and explore Ai.

BRINGING TRAINING AND WORKSHOPS TO YOU – ONLINE

Company of Experts now offers workshops and training online! By offering customizable training solutions, cost efficient learning and training on demand, you have the same great workshops as our face to face trainings and workshops, saving you time and money. We have partnered with Fintelo (a learning management software), which opens new doors for the Company of Experts, providing us the opportunity to design and deliver quality online programs. We can support your current staff development services.

WEBINARS

Become a Culture Change Agent in a Wi-Fi World

Healing the Healthcare Organization

Positive Approaches to Outstanding Performance

Helping Students Master the Habits of Effectiveness

Living in the Dash - Personal Development Tools to Create More Profitability Creating

Genuine Relationships: Stop Making Stuff Up and Start Expanding Your Understanding

Budgeting in a Deficit Economy

Dealing with Difficult Conversations

I Made the Grade

Paint the Dream

Untouchable

The Quivering Heart: Hope, Despair, and Forgiveness in Higher Education Leadership

New Event Series to be Announced Soon!

If you are interested in becoming a presenter for a future webinar or online workshop, please contact me - Kathy@companyofexperts.net, I would love to hear your ideas!

We are planning our Summer/Fall 2011 and 2012 schedule and are looking for locations for our programs listed below. If you have recommendations, please let us know.

Appreciative Inquiry Facilitator Training (AIFT)

Our successful four-day program designed to train facilitators and more. Please visit the Center for Appreciative Inquiry for more information:

<http://centerforappreciativeinquiry.net/> - Locations for 2011 include Australia and San Diego, CA

Leadership Development Institute (LDI)

A series of one-half day programs offered on-site to your leadership team or online. A two-day leadership program based on appreciative inquiry is also available:

<http://leadershipdevelopmentinstitute.net/>

Department Chair Institute (DCI)

The DCI has outstanding content and has received accolades from participants: <http://departmentchairinstitute.net/>. The DCI is available onsite and online for your current and future Department Chairs.

If you would like to talk about a program on-site or if you would like to attend one of the trainings, email Kathy@companyofexperts.net or call us at (702) 228-4699. We are looking to add to our schedule currently under development.

The AIFT schedule is updated as new trainings are added. We invite you to visit our new event calendar: <http://companyofexperts.net/biz/calendar/>. You can check out all of current offerings and with an easy click register online for any event!

Book on Appreciative Inquiry

Nancy Stetson's book has received great reviews and is available for purchase! Nancy has worked closely with community colleges, engaging them and encouraging them to look toward the future and build on their strengths using an Appreciative Inquiry approach.

Stories of Positive Change in the Community College: Appreciative Inquiry in Action, published by the Company of Experts, is now available as a soft-cover book and as a download. Nancy captures AI in action and produces outcomes using the stories of community colleges. This translates into an easy to read book that provides step by step answers to How Did They Do That? For more information or to purchase this new book, visit <http://www.companyofexperts.net>.

To Purchase the following videos used in the AIFT – mention “Company of Experts” when you call/contact these companies for special pricing!

Celebrate What's Right with the World. Contact: Richard Gaynor, Star Thrower Dist., Saint Paul, MN 55101, 866.236.3050 | 651.209.1075, richard@starthrower.com.

Power of Words. Contact CRM Learning 800.421.0833

Referral Program

Every time you refer a friend who participates in an event - regardless if it is an onsite training, online workshop, or webinar - you will receive Appreciative Bonus Credits equal to 10% of the event price that may be applied toward any event of your choice. Just have them mention your name on their registration.

Wishing each of you hope, health and happiness.

Kathy Becker, M.A., AICF (Appreciative Inquiry Certified Facilitator ©)

Editor, Words Create Worlds

Kathy@CompanyofExperts.net

<http://centerforforappreciativeinquiry.net>