

AIFT Certification – Fatimah Isa

1. Name: Fatimah Isa

Occupation:

- Executive Coach (Meta Mind Training-Coaching Institute, Indonesia)
- Clinical Curriculum Administrator (Weill Cornell Medical College, Qatar)

2. AIFT Dates: April 15-18, 2012 (26 hours completed)

Location: College of the North Atlantic – Qatar (Trainer: Dr. Lane Glenn)

3. Description of the group I worked with: I worked with 15 people from Holcim Indonesia Limited (HIL) that operates in Indonesia with over 2,500 employees. HIL is part of the Holcim group, a leading global supplier of aggregates, cement and Readymix concrete. On July 9th, 2012, I have conducted a full-day Appreciative Inquiry workshop participated by 10 HR Business Partner Department staff and 5 Health and Safety Department staff. The workshop took place in one of the function rooms at Raffles Club House in Cibubur area, Indonesia.

4. The names and category of stakeholders I included in the Core Group:

- Dr Kiki Sutjahjo (Corporate Health and Safety Department Manager)
- Halimatus Sakdijah (HR Business Partner Department Manager)

5. The positive topic that the Core Group identified for inquiry: Working in a high trust team environment.

The method that I used in identifying the topic: I have made my initial approach to Dr Kiki Sutjahjo (Corporate Health and Safety Department Manager) and Halimatus Sakdijah (HR Business Partner Department Manager) in Indonesia by email from Qatar in early June, 2012. As they agreed to my idea of conducting a workshop using Appreciative Inquiry approach in Jakarta during the summer, I introduced the AI concept and initiated the discussion with them to explore their current needs. We

exchanged a number of emails over the month of June until we finally set the topic to inquire in the AI workshop. When I reached Jakarta, a few days in prior to the workshop, I also had one conversation with Dr Kiki to confirm the details.

6. The modified Interview Guide: as attached.
7. The method of interviews people used to inquire into exceptionally positive moments: I used the face to face paired interview method to have participants inquire into exceptionally positive moments. I managed to pair them in two; however, due to an odd number of the participants, we had one pair with three participants. A large function room with a spacious balcony made each pair easy to find their private interview places.
8. The list of the Life-Giving Forces that the group identified in the stories they shared:
 - Giving trust means as important as receiving trust
 - Belief in the ability to achieve goals
 - Communication and transparency bring trust
 - Acknowledge the other persons rights and responsibilities
 - Agility to face the challenge - meet the commitment
 - Respect leads to trust
 - Competency is essential in order to gain trust
9. The Provocative Propositions the group created from LGFs:
 - Group 1 (Mangosteen Group): “With trust, we fly higher and achieve more”
 - Group 2 (Butterfly Group): “We make a star quality achievement through trust”
 - Group 3 (Transformer Group): “We evolve to be the best, strong team through the power of respect.”

10. The Strategic Intentions the group developed to realize the Provocative Propositions they created. We did not have enough time to arrive at the concrete action plans. Some strategic plans that they mentioned during the Design & Destiny session are:
1. Developing a system that enforces a regular inter-directorate meeting communication improvement.
 2. Developing a monitoring system of various projects that involve people from different teams, thereby ensuring the commitments of each team members to deliver their outputs.
 3. Holding a goal alignment sessions in order to clarify expectations of each team (to achieve transparency and avoid any hidden agenda)
 4. Developing people's capability to meet the expectations
11. **Impact of Results:** The participants showed their curiosity and passion in learning the AI process, and they seemed to enjoy very much the interview experiences. As they moved from "Dream" stage toward realizing the Provocative Propositions, a fun atmosphere changed to a more serious atmosphere. All participants looked not only serious but also passionate in discussing how they can translate the strategic intentions into concrete actions. I saw more confidence in each face to contribute.
12. What I will do to ensure that people continue to move toward realizing the Provocative Propositions? How will you help them? Due to the distance (between Qatar and Indonesia), I will not be able to support the group with a follow-up session until my next visit to Indonesia; however, I will continue to support them via email (or skype when possible) to find out the implementation progress of their action plans. I also have offered them a help to facilitate another workshop if they need an AI session for other departments within the company. I think, as the AI Facilitator, I can support their ongoing success by conducting more AI workshops in different part of

the company. I also encouraged the participants to share about their AI experiences with their colleagues.

13. 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 have learned to let go my worry about facilitating the AI process properly (since this was my first AI workshop facilitation, I thought a lot about “what would happen if ...”). Instead, I need to enjoy the process more, appreciate the group dynamics, and focus on providing participants with the best experience. My “personal best” experience was seeing the participants’ enthusiasm during the “Discovery” stage. AI interview was such a powerful tool that helps people find their true potentials. In summary, this first AI facilitation experience has increased my trust in the AI approach.
14. Have you received permission from the “client” to tell us their story? Yes.

Submitted to: Kathy@companyofexperts.net