

AIFT Certification: Elise Boggs

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2. AIFT Dates: June 2017 Las Vegas, NV
3. I worked with C3 San Diego, a non-profit (church). Specifically, I worked with one of their departments called Pastoral Care that provides resources and counseling to church members and the community.
4. The Core Group consisted of the 11 primary leaders of several different areas of oversight within the department.
5. The positive Core Topic that the Core Group identified for inquiry was “What current systems are working well that we can duplicate throughout the department to create consistency and sustainability?” The method used to identify the topic was (P) Reframing a problem [positive reframing]
6. See Attached modified Interview Guide used.
7. For method of interview, participants were paired for face-to-face interviews to inquire into exceptionally positive moments.
8. Life-Giving Forces identified were as follows:
 - Strong sense of vision and purpose
 - Committed team members
 - Relevant resources readily available for meeting needs of those served
 - Passion and energy for the work
 - Good representation of Pastoral Care on all three campuses
9. Provocative Proposition:

“We are a vibrant, passionate, and healthy team that helps others be released into their God-given calling both in and outside the church. We provide a spirit-filled environment for people to experience eternal life change. For every problem...a solution.”
10. Strategic Intentions:
 - (a) Personal Health: taking care of ourselves, so we can take care of others. (ex. setting boundaries, clear expectations for role, receive your own care).
 - (b) Systems: duplicating systems that are working and applying them throughout the whole department (ex. creating clear lines of accountability, increasing communication between various roles, maintaining consistency of systems)

(c) Multiplication: creating a culture of sustainable growth (ex. develop a system and practice for continually developing leaders, anticipate and prepare for growth)

11. Impact or Results:

Systems/Personal Health/Multiplication:

The first structure changes that were made included having each person providing oversight to each of the three campuses to be trained together. This training included providing clarity on the current systems for care so that they would be used consistently across the three campuses. These leaders also brainstormed together what processes needed to be created to sustain growth.

These three leaders then met with their teams at each campus and provided training to their teams. The goal was to create clarity and consistency across all three campuses. An org chart for the whole department was created as well as one for each campus so that roles and reporting structures would be clear.

Schedules were also modified to ensure that volunteers were not serving more than twice a month, each leader trained their team so they would not need to be present for every service, and additional volunteers were recruited and trained to prepare for and sustain growth.

Lastly, the head of Pastoral Care recorded a series of webinars on all of the topics relevant to the roles and made them available to all leadership and their teams.

12. I have met with this team twice to assess progress and provide any needed support. They are a highly motivated and accountable team and had put all the above in place by the time I met with them for a follow up meeting two months later. I met with the head of Pastoral Care once a month to capture stories of success, plan celebrations for milestones and provide any needed support for problem solving and strategy as growth continues. There are

also new challenges that have arisen that require training for teams in knowing how best to respond. Our monthly meetings include brainstorming about this and ensuring the topic gets added to the webinar series.

13. My wish for the inquiry was for this department as a whole to be healthy and vibrant. They are serving the needs of others and often did so at the expense of their own self-care. Because of the rapid growth, their current system would not have been sustainable. We built on what was already working and put our efforts towards the systems and processes that would allow it to be sustainable and thriving.

I learned that facilitating growth and development in others is both a gift and a passion of mine. I love the focus AI has on capturing what is already working and dreaming together. This positive focus provides the energy needed to build, modify and grow. AI is an invaluable tool and framework for creating positive change and I am grateful for a tool to support the growth of my clients.

My “personal best” experience has been getting to see the tangible results of our work together: the number of people served by this team every week, enough people trained and equipped to serve them, and seeing a team that is healthy so that they can continue giving their best to support the needs of others.

14. Permission has been received to share their story. Attached you will find the materials used that day for facilitation.

C3 San Diego: Appreciative Inquiry



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“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.”

-Simon Sinek

Appreciative Inquiry

a collaborative, strengths-based approach to change

AI Defined:

values and recognizes the best in people and our organizations; affirms past and present strengths, successes and potentials to receive those things that give life (health, vitality, excellence); to increase in value; the act of exploration & discovery;



to ask questions; to be open to new potentials and possibilities; gives way to the speed of imagination and innovation; instead of negation, criticism, and spiraling diagnosis, there is *discovery*, *dream* and *design*; it's an art of asking questions that strengthens our capacity to apprehend, anticipate, and heighten positive potential; uncover these past and present potentials: achievements, assets, unexplored potentials, innovations, strengths, elevated thoughts, opportunities, bench marks high point moments, lived values, traditions, strategic visions of valued and possible futures; these things serve as a core which links energy to any change agenda and changes never thought possible are suddenly and democratically mobilized.

*taken from *A Positive Revolution in Change: Appreciative Inquiry* by David L. Cooperrider and Diana

Appreciative Inquiry

Discovery ~ Dream ~ Design ~ Destiny

Discovery: *What are the things that are working well? What things are worth celebrating? What is working well that you want to continue?*

Dream: *If we were operating at our full potential, what would that look like, taste like, sound like? What do you desire more of?*

Design: *What solutions, ideas, or strategies do you propose to see these dreams come to pass?*

Destiny: *What do you sense or believe is your unique part in helping this dream come to pass? What are you committed to? What next step can you take? What resources are needed? Are there any obstacles to be addressed?*

DISCOVERY 1: C3 San Diego Pastoral Care Interview

1. BEST EXPERIENCE: Tell me a story about the best times that you have had since becoming part of the Pastoral Care Team. Looking at your entire experience, recall a time when you felt most alive, most involved or most excited about your involvement. What made it 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; specifically the things that you value about who God has created you to be, your contribution to the team, and about C3 as a church.

A. Without being humble, what is one thing you value most about who God has created you to be-as a person and as a member of this team?

B. When you are feeling best about your contribution to the team, what about the task itself do you value?

C. What do you value most about being a part of C3 San Diego?

3. **CORE VALUE:** What do you experience as the core value of the Pastoral Care team? Of C3 San Diego? Give some examples of how those values are consistently expressed.

4. **THREE WISHES.** What three wishes would you make to heighten the vitality and health of the Pastoral Care team?

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Dream Questions- Dream of “what could be.”

Imagine the Pastoral Care Team as you most want it to be one year from now. What is it like? What do you see and hear? Who and how do we serve? What is the ministry atmosphere like? What is our team atmosphere like? What skills will be critical for our team and where God is taking us?

What possibilities can you see for the Pastoral Care team’s future that doesn’t exist now?

What unique contribution can the Pastoral Care team make for the future of C3 San Diego?

How could these ideals and possibilities be captured in a vision statement?

Create a picture with words and images of the reality you are excited to create as a team? Include your vision statement at the top.

Design Questions- Design of “what should be.”

What would have to be in place in order to support our dreams (and vision) for the Pastoral Care team?

What are the three most compelling ideas and/or strategies to bringing this vision to life? What must we do to realize these results?

Deliver Questions- Decide of “what will be.”

What idea shared are you most excited about bringing to life?

What role will you play in seeing that idea come to life? What will your contribution be?

Who will you need to initiate communicate with? What are the next steps? Is there anything you need?