

Positive Inquiry Tool

To help to find out what is working well the Positive Inquiry Tool asks two questions – ‘What worked well for you?’ and ‘What could we do more of together to improve your experience?’ Notice that we are starting by asking people what worked well which engages people in a conversation about what they value.

The use of language in the second question conveys that people are ‘experts of their own experience’, and that it is through working together that new possibilities can be explored and brought in to being. Note that it does not ask what are the problems or issues, this relates to the fact that the questions we ask help to determine the response we get. If we are to ask what are the problems people tend to give a list of things. Asking people ‘what could we do together to make the experience better?’ invites people to help to co-create the solutions, thereby implying a shared responsibility in this – i.e. it’s about what we can both do together to make the experience better.

The How

It is suggested that this inquiry tool is used as a starting point for conversation. Rather than anonymous feedback, the invitation with this tool is that it forms the basis for further discovery work of what helped things to work well, and what might we create together in moving forward.

Where and When

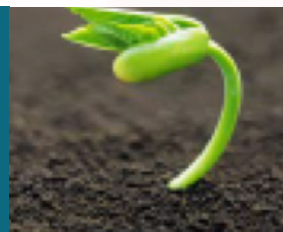
These questions can be used to engage in conversations with a range of people in your workplace where the aim is to reflect on the best of what has been, and to explore how to further enhance how things might be in the future.

**WHAT
WORKED
WELL FOR
YOU?**



Share with us what helped you to have a good experience

**WHAT COULD
WE DO MORE OF
TOGETHER TO
IMPROVE YOUR
EXPERIENCE?**



Help us understand how we could improve your experience

Part of the ESME: Resources for Sense-Able Conversations Pack

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