Appreciative Inquiry for Change Management: Using AI to Facilitate Organizational Development

Sarah Lewis, Jonathan Passmore, Stefan Cantore

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Appreciative Inquiry (AI) is one of the most exciting and increasingly recognized concepts being used to facilitate organizational change. This book studies AI in depth, illustrating the method of asking particular questions and encouraging staff to consider both the positive and negative systems in place and to recognize the need to implement change. It demonstrates how AI can be applied by combining the skills, perspectives and approaches presented here into a practical conversational approach to organizational challenges. Case studies from organizations that have already integrated conversational methods into their change management practice show why the processes are valuable, why they are effective, and how to generate such conversations. Written in jargon-free language, *Appreciative Inquiry for Change Management* is an excellent resource for discovering the benefits that conversational techniques can have on an organization and its performance.

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