

Appendix 12:

USING EARS (**E**liciting, **A**mplifying, **R**eflecting, **S**tarting Over) TO SUPPORT AN APPRECIATIVE INQUIRY

The prompt sheet included here contains examples of questions to support an activity or practice session. Look for opportunities to use this approach regularly in supervision especially when staff report they are pleased with a piece of work and one that has gone well.

Eliciting Questions (pick 1):

- Can you tell me about a recent piece of work that you feel particularly good about?
- Can you tell me about a family you worked with where you were stuck and yet still made some progress?
- Can you tell me about a situation at work that you cared about that had the potential to become a real mess but where you still managed to salvage something that you felt good about?

Amplifying Questions (pick 4-8, at least one from each of the four areas):

- Where did this happen?
- When did this happen?
- Who else was involved?
- How did you make this happen?
- What else did you do?
- What else?

- How did you get the idea to do it that way?
- Was that hard for you to do?
- What was the hardest part of doing this piece of work for you?
- So even though that part was hard, how did you keep it going?

- What did the other person do to build this success?
- What would the person you worked with say you did to contribute to achieving this outcome?
- How did you know what you were doing was helping?
- What differences did you see in the person you were working with that told you what you were doing was working?

- What is the thing that you feel proudest about in this situation?

- If we had a recording of you doing that (the proudest thing), what would we see and/or hear on the recording?
- What are the practices that go into doing that?
- What steps went into those practices?

Reflection Questions (pick at least 2):

- What is it from this piece of work that you would like to bring into other similar situations?
- If you were to consult with other colleagues working in a similar situation, what suggestions from this experience would you offer to them?
- When you think about this piece of work, what was the most important thing you learned?
- What would you like to do with this learning? How would you like to bring this learning more into your work?
- As you think about what you would like to do with this learning, what does that say about what you value and what is important to you in your work?
- What does that say about what you are committed to and what you stand for in this work?
- What have you learned or re-learned about yourself or your work from this conversation?
- What does that say about your hopes and plans for yourself in doing this work?

Starting Over:

What else is better?

What else is different?