

## How to guide: Turning questions into conversations

### EARS process for Appreciative Inquiry



<p><b>E</b>licit First question</p>	<ul style="list-style-type: none"> <li>• Tell me about a piece of practice you feel proud of.</li> <li>• Tell me where you have used Signs of Safety and it's been useful to you.</li> </ul>
<p><b>A</b>mplify Behavioural detail: What would you see?</p>	<ul style="list-style-type: none"> <li>• Who did what, where and when?</li> <li>• What happened that made this piece of work important?</li> <li>• What made this different?</li> <li>• How did you make this happen?</li> <li>• What else did you do? What else? ...and what else?</li> <li>• Who else was involved? How did they help to build this success?</li> <li>• What would _____ (supervisor, mother, father, child, judge or anyone else who was involved) say you did to contribute to achieving these outcomes?</li> <li>• How did you know what you were doing was working?</li> <li>• What differences did you see in _____ (supervisor, mother, father, child, judge or anyone else who was involved) that told you what you were doing was working?</li> </ul>
<p><b>R</b>eflect Meaning</p>	<ul style="list-style-type: none"> <li>• When you think about this piece of work, what was the most important thing you learned?</li> <li>• What is the thing that you feel proudest of in this situation?</li> </ul>
<p><b>S</b>tart over</p>	<ul style="list-style-type: none"> <li>• Begin again looking for more behavioural and meaning detail.</li> </ul>