

EARS Process in Appreciate Inquiry

E licit	<i>First question: Usually broad focus, ‘What you are most proud of in this piece of work?’ ‘Can you tell me about a piece of work you where you think, yeah it wasn’t perfect, but I did that pretty well?’</i>
A mplify	<i>Behavioural detail: Ask questions focused on what, who, when, how particularly looking at ‘best’ times and strongest examples of the behaviour or attributes being focused on. Use lots of relationship questions looking at success from perspective of others always try to explore the child’s perspective and where safety has increased</i>
R eflect	<i>Meaning: Explores the significance of the work typically asking, ‘what is the most important learning for you?’ ‘What has this work taught you about your skills/how to work with these sorts of cases etc?’ (Do not use Scaling Questions in AI work as these lead to how could you do it better which is not part of the AI process)</i>
S tart-over	<i>Return to Amplify and reflect further or start with new first question</i>

Types of Questions Used in the Signs of Safety (With Example Appreciative Inquiry Questions)

Type of Question	Question Examples
Self-focused Questions <i>Asking the subject about themselves</i>	<p>How did you get this different idea to tackle this problem this way?</p> <p>How did you prepare yourself to do this?</p> <p>What was the most important thing you did when things got difficult in that meeting to make it a success?</p>
Other-focused Questions <i>Asking the subject about the actions or perspective of another person</i>	<p>What did the other person say or do that first made you think hey this might even be working?</p> <p>After you worked it through with her, what were the most important things she did differently with her colleagues/the mother that told you this worked?</p>
Relationship or Circular Questions <i>Explores the subject's perception of how another person might see the situation and see them</i>	<p>If your boss/colleague/person who knows you best was here what do think they would say most impressed them about what you did?</p> <p>The workers in your team, what do you suppose they might say was the most important thing you did in leading that meeting that made the biggest difference?</p>

- **Elicit (First Question – the organising question for whole conversation)**

- *Thinking about your work, what's the piece of work you feel proudest of in the past month?*

- **Amplify (Who, what, when questions to get the specific detail of the improvement)**

- *Who was involved in this with you? Who helped you most with this work? What did they do to help?*

- *What happened that makes you most proud of this work?*

- *Who knows about this work that you respect? What would that person say was most important about this piece of work?*

- *What are the most important things you did to make this happen?*

- *What was the hardest thing you had to do to achieve this success?*

- *The other people involved (professionals and/or family members) when did you know that what you were doing was working for them too?*

- *What would they say was most important about what you did?*

- *What was the most important difference that happened because of this piece of work?*

- **Reflection (The meaning/significance of the story)**

- *When you think about this piece of work that you are proud of what is the biggest learning for you?*

- *When you think about what you have achieved what have you learned about yourself as a professional doing this work?*