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Appreciative Response Process

This document will guide you through the checkpoints and provide suggested language for success! Practice with the scripts but improve them as you learn from your team.

Note about the ("End User")language: Please insert the name or role of the people or stakeholder who is considered the end user of whatever product/goal or outcome you are seeking to improve or collaboratively develop.

Note about the Product/process language: Please insert the name of whatever experience it is you wish your stakeholder partners to provide their insight on and response to during the session. It may be a document, an element of the intervention, a publication, a study design etc. Or it may be their experience being a partner on a research team that you wish to learn from.

☐ Lead in the Appreciative Response Process

In order to continue developing our (partnership/product/process/project/goal) successfully, it is very important that we understand the (end user) experience. You each can offer your perspective on what is of value and what may still be unclear, confusing, concerning or missing from our work . We would also hope that if you have the energy and the time, that you would be willing to brainstorm with us on any suggestions for how to improve the work or how to make the suggested improvements happen in order to improve the (end user) experience. The Appreciative Response Process is a method for collaborating with those who represent the (end user) to achieve the most successful outcomes possible.

☐ Ask if members agree to providing their perspectives as end users

Would anyone prefer not to give us their perspective and so would not like to be called on today? (note any names) Please feel free to observe and take notes. If you find that you do have a perspective to offer you can share your thoughts after the meeting on our project management platform or via an email or phone call.

Will everyone who would like to provide their perspective as a potential (end user) of the (product/process/goal under review) agree to follow a few rules of engagement?

☐ Account for all team members responses (note thumbs up or other virtual methods of showing agreement)

First, please remember that this process is not only to identify areas for improvement, but to also identify what is working well and is already being done or already established that is of value to maintain any successful framework already in place for the (product/process). I will prompt this feedback session starting by asking everyone about what is of value to set this baseline framework for success. We also want this collaborative process to remain positive and rewarding for everyone involved. Please remember that people have done their best to either begin this (product/process) development and we are here to support its success as well as our own experience with the product/process. There are also no decisions being made today. We will capture your perspectives on the (stakeholder/end user) experience only and will consider and reflect on all contributions provided today for their feasibility and the capacity of our team to make any suggested changes

happen within the parameters we are working within. The user experience is what is important to our team. Please be respectful by avoiding criticizing people here today or anyone else who may have been a part of developing this (product/process). Please remember to provide comments or suggestions that are based on your personal experience with the product/process under review today.

I would like to make sure we capture accurately all contributions our team has today. Please be sure to note anything you value as you experience the product/process under review, or what questions, concerns, or suggestions you might want to make based on your experience. Please see in the chat for a link to a survey/note taking form so you can follow along with the facilitated process and begin taking your own notes that reflect on your experience with the product/process under review. Please do your best to provide a response to each of the prompts if possible.

- ☐ Post link to an online version of the [Appreciative Response Process Form](#). (can be in an online survey form as well)
- ☐ Provide instructions for making a copy/saving it with their name or initials.
- ☐ Conduct the facilitated ARP live (in person) to fully capture user experience feedback especially if there is still further development needed on the work.
- ☐ Take notes on a shared screen as you prompt each of the ARP questions
- ☐ Go “around the room” to allow each member of the team a fair amount of time to provide their experience perspectives on each of the prompts.
- ☐ Follow up with the team when improvements are made based on their ARP

Appreciative Response Form

Please take notes during your experience on:

1. What you valued about your experience **(Please be specific)**
2. What questions you have about your experience.
3. What concerns you have about your experience. **(please explain)**
4. What is missing from your experience. **(please explain)**
5. What suggestions you have for improving your experience.
6. What ideas you have to make the improvements happen easily. **(please explain)**

*Everything makes sense once you have seen it from the patient's
point of view*

