



Human Relations Division

Contact:
Nancy Flinchbaugh
937.324.7696

For Immediate Release

City of Springfield Provides Appreciative Inquiry Planning Assistance

The City of Springfield Mediation Services Office provides facilitation and planning assistance, based in an “Appreciative Inquiry” process. This assistance is provided to community organizations at no charge. The Appreciative Inquiry process helps organizations build on strengths.

In a typical planning process, an organization may take a SWOT approach – Strengths, Weaknesses, Opportunities and Threats. In Appreciative Inquiry, the organization will avoid the negative aspects and take a SOAR approach – Strengths, Opportunities, Aspirations and Results. This is a profoundly positive approach.

Nancy Flinchbaugh, the city’s Mediation Coordinator says, “Our experience shows that this little shift in consciousness can have great results. You begin the process by focusing on your successes and strengths; the good that you have already accomplished. You look at your core values and strengths and then begin to talk about your hopes. Your hopes and opportunities get translated into ‘provocative propositions’, stating your aspirations in bold, exciting language as if you’ve already accomplished your goals.” Through facilitated conversation and beginning with the end in mind, these facilitated discussions help organizations determine what is needed to accomplish goals and implement plans. Contact Springfield Mediation Services for more information at 937.324.7696.

###