

# FOCUSING ON THE BRIGHT SPOTS

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## Putting Humans First in a Virtual World

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We have faced nonstop  
**ADAPTIVE** challenges.







# APPRECIATIVE INQUIRY

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# The Five Principles of Appreciative Inquiry

1. Constructionist Principle:

“Words create worlds.”

2. Principle of Simultaneity:

“The first question we ask starts the change process.”

3. Poetic Principle:

“What we focus on grows.”

4. Anticipatory Principle:

“Positive image inspires positive action.”

5. Positive Principle:

“Positive affect leads to positive action.”





# THE FOCUS OF OUR APPRECIATIVE INQUIRY

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“How can we put the “human”  
back at the center of our work  
in a virtual world?”





# LET'S LOOK AT OUR "BRIGHT SPOTS"

1. Share a time when someone (a colleague, friend, family member, stranger, etc.) helped you feel personally and interpersonally connected to them in a virtual environment.
2. What mindsets did you bring to the virtual interaction that helped you lean into it?
3. What behaviors did you both engage in that made the virtual interaction powerful and positive?
3. What do you remember most about the experience?





# WHAT WILL YOU DO?

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**What ONE thing are you committing to do?**

Find someone at your  
table who doesn't  
work at your agency



Tell them what you're  
committing to.



Exchange contact info.



Put it in your calendars to email  
each other next Monday.



# THANK YOU!

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