

Case Study: Hillfields Appreciative Inquiry



Hillfields Appreciative Inquiry

Hillfields is a small, diverse area on the outskirts of Coventry. The community of Hillfields include a transient a migration population, students and a broad number of ethnic groups, including Somalian and Roma.

A partnership of local authority, police, Coventry university and a number of voluntary groups wanted to get a better understanding of what life is like for the population of Hillfields with a view to [building social capital](#) and make the area even better.

The method chosen to match the purpose was Appreciative Inquiry (AI) [create link to AI]. This would enable the Hillfields team to find out when the area was at its best and what made it such a good place to live or work.

MutualGain was asked to develop and deliver a bespoke training programme that would guide the partnership through the stages of AI and support them as they planned their event.

AI is a five-stage programme and it is important that each of the stages are completed in order to ensure that the programme is successful. The participants learned of the AI process over a one and a half day training programme and five supported delivery meetings were planned to match each stage. The training and supported delivery programme was creative in design and afforded the partnership the opportunity to try out some of the exercises associated with this method of engagement. This was something that the participants really enjoyed, commenting on how this training was different from any other training that they had been on.

A focus on the detail of AI enabled the Hillfields team to agree an Affirmative Topic and, as a result of over 200 interviews, discover the questions to be asked at their Dream event.

In all, over 90 people attended the event and shared their views on what makes Hillfields such a popular place to live and work. The feedback from the event was excellent with many people agreeing to participate in the following Design stage and work with the team to make Hillfields event better. **{Andy to find a couple of quotes to go in here}**. The data collected from each round of questions has been taken away and will be analysed by the team in order to prepare them for the final two stages of the AI process.

The training and support programme was specifically designed by MutualGain to meet the needs of Hillfields, thereby ensuring that they were able to use the new skills and achieve their overall goal. If you would like to know more about our bespoke delivery programme, then please get in touch.

If you think Appreciative Inquiry could be a useful tool for your organisation, why not choose Mutual Gain as your partner for delivering an event or scheme of work? From a one off report for a specific consultation, or an overhaul of your current engagement activities, Mutual Gain has the experience and skill to deliver.

For a no obligation discussion about your requirements, contact our Business Development Lead, Owen Miller: T:07835 304699 E:owen@mutualgain.org

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Whatever your engagement needs, MutualGain has the skills and experience to help you achieve your goal, whether you want to upskill your staff, meet your statutory obligations on engaging communities, or involve the public in an important decision or behavioural change -we can help you in the following ways:

Training

MutualGain provides a range of training for your employees and stakeholders, from one day courses to full capacity building packages which teach a number of different engagement techniques. All of our courses are highly customisable and we work with you to ensure your staff are learning the skills they need from people who have experience of carrying out these methods across the public and charitable sector.

Trainees rate our one day programmes at 5/5.

Supported Learning and Delivery

Our supported learning and delivery programme goes beyond the one day training to building the capacity of staff or residents to deliver engagement and listen differently to those they serve.

Our extensive experience in event delivery, coaching and partnership working, combined with our training and support packages ensures that your staff feel confident in delivering engagement events and strategies. We work with you at every stage of the planning, delivery and analysis phases to reinforce your learning and pass on best practice.

Our capacity building programme was recently evaluated by Durham University to show that social capital built through strengths based approaches delivered by MutualGain reduces crime and ASB significantly.

Our associates have worked with a variety of NHS organisations, Police, Planners, and Central Government to support engagement and commissioning staff to establish new methods of engagement and integrate them within current working practices.

Coming soon: We have just been approved as a **'centre to deliver OCN qualifications and accredited courses'**, and are in the process of securing accreditation for our supported delivery programme of training and capacity building in social capital.

Delivering your Engagement Activity for you

Don't have the time or the staff to deliver a meaningful engagement process? Our team is here to support you. We use the power of your local population to gain insight into current issues as well as areas of good practice so that you can make better, more informed decisions. From the popular technique of Participatory Budgeting to the broad learning opportunities found using the World Café method, MutualGain can deliver events and processes which will change your organisation and your stakeholders' perspectives on any 'problem'.

We'd love to talk to you about working with your organisation. For more information, please contact our Business Development Lead:

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