

BEST PRACTICE

Appreciative inquiry techniques enhances the overall and ultimate success of an organization

PROJECT:

WOP The Philippines

TOPIC:

Appreciative inquiry

COP:

Utility Organisation and Strategy

MORE INFORMATION:



CHALLENGE

Good leadership in water utilities is vital for efficient operations, public health, infrastructure planning, environmental, stewardship, stakeholder engagement and adaptation to challenges. It optimizes processes, manages resources and delivers reliable services. Leaders prioritize clean and safe drinking water, monitoring and emergency response. They plan and invest in infrastructure to meet growing needs. They promote sustainability, water conservation and eco-friendly practices. Effective engagement with stakeholders builds trust and transparency. Leaders drive innovation but keep alert that the journey can only be successful if their employees are committed to realise the goals.

APPROACH

Enhancing managerial leadership and promoting team building will with time improve the attainment of organizational goals. Conducting team building workshops and training using the method of appreciative inquiry encourages utility (middle) managers to prioritize employee engagement, motivation, commitment, and productivity. Ultimately, this positively impacts the overall effectiveness, efficiency, and corporate performance, as measured by key performance indicators (KPIs). It's introduction in the Philippines was key to the ultimate impactful success of WOPs.

APPRECIATIVE INQUIRY – 4-D Cycle



RESULTS

Good leadership and appreciative inquiry bring numerous benefits to organisations:

1. It fosters employee engagement, and boosts their motivation, and productivity
2. It promotes collaboration, innovation and a positive work culture
3. It fosters open communication, trust and a sense of ownership among team members.

By utilizing appreciative inquiry, leaders focus on strengths, possibilities, and positive experiences, enhancing team morale and problem-solving capabilities of employees. This approach cultivates a solutions-oriented mindset and empowers individuals to contribute their best.

SUCCESS FACTORS

Good leadership combined with **appreciative inquiry** leads to higher job satisfaction, improved organizational performance and a resilient and cohesive workforce ready to tackle challenges and seize opportunities. Main success factors are (i) the eagerness of management to step in this approach and (ii) their sense of urgency to improve upon corporate spirit and performance.

Appreciative inquiry: sparking positive change by focusing on strengths and possibilities

DOCUMENTATION

The Community of Practitioners has been established bringing together practitioners from water utilities all over the world. The Community works on UN GWOPA Workplace and currently has over 1000 active members. With expert support from the WaterWorX WOP program the 9 established expert CoPs accumulate valuable experiences and documents within its online library.

For further contact:

CoP moderator: Doeke.schippers@vei.nl

Project manager: Carl.Kamstra@vei.nl

OTHER

The Global Water Operators' Partnerships Alliance (GWOPA) helps water operators help one another to provide quality services to all. GWOPA is an international network alliance supporting water operators to engage in WOPs. WOPs are peer support exchanges between two or more water operators, carried out on a not-for-profit basis with the objective of strengthening operators' capacity and performance to provide better services to more people (www.gwopa.org). WaterworX is a major Dutch WOP program engaging over 50 water operators in a joint effort to capacitate peers, strengthen utility work processes, and ultimately improve operational & managerial performance (www.waterworxprogramme.com).