



Appreciating Church

Dealing with the negative - you may have some of this!

Although AI works from a positive starting point, it is important to give people the opportunity and time to express negativity and get things off their chest.

The key is to help the conversation move into a generative and creative place.

Negativity can easily spiral into hopelessness and the continuation of a position and viewpoint that inhibits resolution.

It is a matter of judgment to find the apt moment and approach to help people to move on.

A helpful way forward is to provide partial agreement by saying something like *'That must have been very difficult.'*

The second stage is to provide questions that help people to move on. A successful way of doing this is to ask such questions as:

- *'What is missing?'*
- *'What would you do differently?'*
- *'If you were in charge, what actions would you take?'*

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