



Knowledge Sharing in Hospitals: the Librarian's Role

APPRECIATIVE INQUIRY INTERVIEW GUIDE

An appreciative inquiry (AI) session seeks to uncover a “positive core” of success based on the experience of participants for workshop planners to build upon. We want to uncover the possibilities to establish “what could be” that would build a culture and relationships to facilitate an effective knowledge sharing role for librarians and create ideal partnerships between hospital librarians and other stakeholders to support high quality care, an engaged workforce and learning organizations in health care.

Definition: Knowledge: “What the knower knows”¹ -- your experience and actionable know-how. [Think: Tacit not explicit; dialogue not technology; ideas not articles.]

Interview Pair / name : _____ name : _____

Directions: You should take a few minutes to think about the questions before the July 29-30 session. Once we are together, the co-facilitators will match up workshop participants with an attendee they don't already know from a different professional group for the interview process. Pairs will have 30 minutes on site July 29th to go through these questions together. It is a good idea to take notes as you talk! You'll be using these notes to introduce one another during our session the following morning.

Question 1: Tell a story about a time when you felt you were able to share knowledge that helped someone make a decision that lead to action.

- How did that feel?
- How did you know the exchange was successful?

Question 2: Tell a story about a time **you** received knowledge that was helpful.

- How did it feel to be able to act empowered by someone else's experience.
- Talk about what you did with that knowledge.

Question 3: A bit about content:

- Discuss what strengths that environment has for sharing knowledge between individuals, teams and across the organization.
- What are your assumptions about the hospital environment and its ability to facilitate the sharing of knowledge between individuals, teams and across the organization?

Question 4: Discuss a time when you were able to make positive changes to organizational operations or impact knowledge initiatives that you have participated in.

Directions: After both interviews have been conducted, discuss any lessons or insights that can be drawn to contribute to improving the safety and quality of health care in hospitals. Briefly summarize these on the back or on a separate sheet of paper.

Notes on the back!