

WP2: CPD Programme



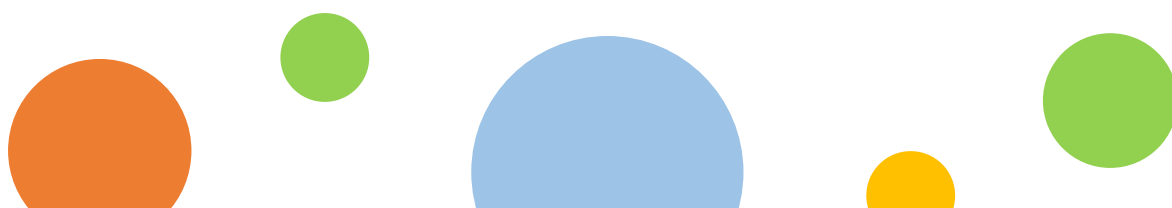
Self-Directed Learning
Participatory Narrative
Inquiry (PNI)



Module 4: Participatory Narrative Inquiry (PNI)

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Introduction

In this module we will discuss the importance of using Participatory Narrative Inquiry (PNI) in the workplace and the benefits it can bring. We will discuss how PNI can be used to promote employee engagement, improve team dynamics, and address workplace issues. The module explores different strategies for integrating narrative inquiry into ongoing workplace processes and initiatives, including the use of personal stories to inform team-building activities and the creation of forums for sharing personal experiences and insights. The module also covers listening and negotiation methods, using personal experiences to enhance employee engagement, and applying learning to promote a positive workplace environment.

Learning Outcomes of the Module

- Identify listening and negotiating methods used in participatory narrative techniques.
- Ability to demonstrate the use of personal experiences for enhancing employee engagement, improving team dynamics, and promoting organisational learning.
- Demonstrate how to use participatory narrative inquiry to understand and address workplace issues such as diversity and inclusion, organisational change, etc.
- Ability to apply learning from participatory narrative to an organisational context and how to use it to promote a positive company culture.
- Develop strategies for integrating narrative inquiry into ongoing workplace process and initiatives such as performance evaluations and team-building activities.





Theoretical Chapter

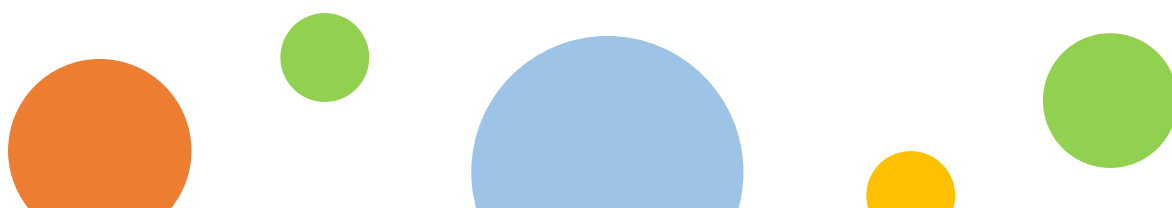
4.1 Introduction to participatory narrative inquiry

Participatory Narrative Inquiry (PNI) is an approach in which groups of people participate in gathering and working with raw stories of personal experience to make sense of complex situations for better decision making. PNI focuses on the profound consideration of values, beliefs, feelings, and perspectives through the recounting and interpretation of lived experience.

The "P" in PNI stands for "participatory," which emphasises the active involvement of participants in the research process. This means that participants are not just passive subjects of the research, but are actively engaged in shaping the research questions, sharing their own stories and perspectives, and working together to analyse and interpret the data.

The "N" in PNI stands for "narrative," which refers to the personal stories and experiences that are at the heart of this approach. Narrative inquiry involves exploring how individuals construct meaning from their experiences, and how these meanings are shaped by social, cultural, and historical contexts. In PNI, the focus is on the narratives of the participants themselves, rather than on preconceived theories or hypotheses. The most essential part of PNI is narrative.

The "I" in PNI stands for "inquiry," which refers to the systematic process of asking questions, gathering data, and analysing the results. In PNI, inquiry is conducted collaboratively, with participants and researchers working together to identify research questions, design the study, collect, and analyse data, and interpret the findings. The goal of PNI is not just to generate new knowledge and insights, but to promote social change by empowering individuals and communities to tell their own stories and contribute to the development of solutions to complex problems.



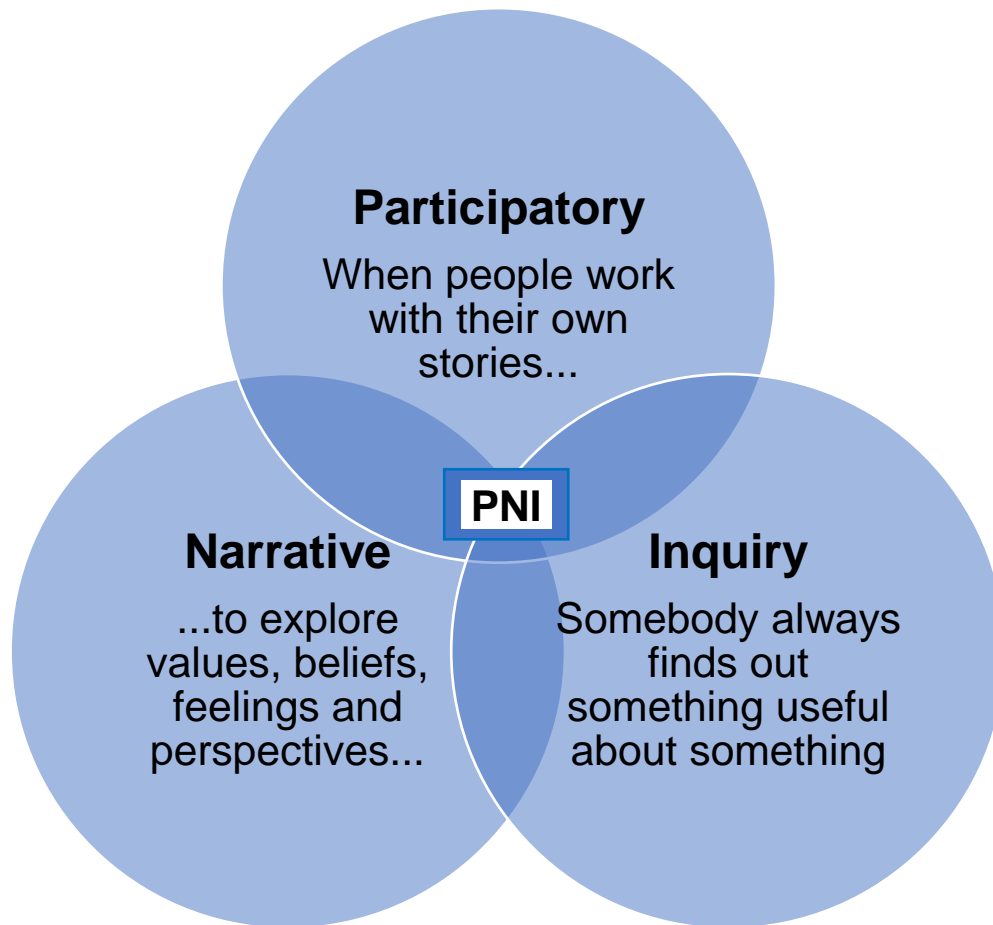


Image recreated from <https://www.workingwithstories.org/aboutpni.html>

4.2 Using PNI in the workplace

Participatory Narrative Inquiry (PNI) is an approach that seeks to empower individuals and groups to share their stories and experiences, and to use these narratives to generate knowledge and understanding about issues in the workplace. Through this process, employees can develop a sense of ownership over their work and can collaborate with others to create positive change.

To integrate participatory narrative inquiry into ongoing workplace processes and initiatives, organisations can develop strategies such as incorporating storytelling into performance evaluations, using personal stories to inform team-building activities, or creating forums for sharing personal experiences and insights. By embedding narrative inquiry into existing processes, organisations can promote a culture of





learning and continuous improvement and can help to ensure that the insights gained through storytelling are translated into action.

PNI is a powerful tool for promoting employee engagement, improving team dynamics, and addressing workplace issues. Organisations can leverage the power of storytelling to create positive change by developing listening, negotiating skills, and using personal experiences to enhance engagement. Applying learning and integrating narrative inquiry into ongoing workplace processes can help promote a more positive company culture.

4.3 Identifying Listening and Negotiating Methods

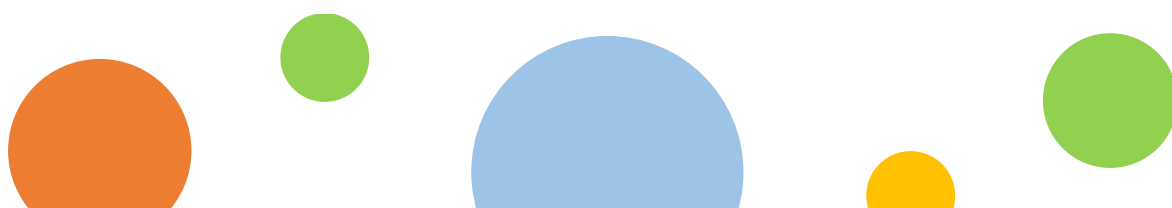
Effective listening and negotiation are critical skills for conducting participatory narrative inquiry in the workplace. Some methods for enhancing listening and negotiation skills include active listening, reflective listening, and empathic listening. Active listening involves paying close attention to what the speaker is saying, asking clarifying questions, and summarising what has been said to ensure understanding. Reflective listening involves repeating back what the speaker has said in your own words, to demonstrate that you have heard and understood their message. Empathic listening involves putting yourself in the speaker's shoes and attempting to understand their perspective, emotions, and experiences.

4.4 Using Personal Experiences to Enhance Employee Engagement

Personal experiences can be a powerful tool for enhancing employee engagement, improving team dynamics, and promoting organisational learning. Through sharing personal stories and experiences, employees can develop a deeper understanding of their colleagues, their work, and their organisation. This can lead to increased empathy, collaboration, and innovation. Additionally, personal stories can be used to illustrate key concepts or principles and can help to make abstract or complex ideas more tangible and relatable.

4.5 Using Participatory Narrative Inquiry to Address Workplace Issues

PNI can be used to understand and address a wide range of workplace issues, including diversity and inclusion, organisational change, and employee engagement. By engaging in dialogue and storytelling, employees can gain insight into the experiences of others, identify common themes and patterns, and develop strategies





for addressing shared challenges. Additionally, by involving employees in the process of generating knowledge and insight, participatory narrative inquiry can promote a sense of ownership and agency over workplace issues.

4.6 Applying Learning to Promote Positive Company Culture

By applying the insights gained through participatory narrative inquiry, organisations can promote a positive company culture. For example, by using personal stories to illustrate key values or principles, organisations can help to align employee behaviour with organisational goals. Additionally, by involving employees in the process of generating knowledge and insight, organisations can promote a sense of ownership and agency over workplace issues, which can lead to increased engagement, collaboration, and innovation.

Self-assessment Quiz

Google forms Quiz Link: <https://forms.gle/Ty5xxKeJomiPENHm6>






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Case Study

<p>Case Study Title</p>	<p>Using participatory narrative inquiry in an organisation</p>
<p>Image</p>	 <p>Photo by Christina @ wocintechchat.com on Unsplash</p>
<p>Learning Outcome</p>	<p>To reflect on how other organisations implement PNI into their workplace</p>
<p>Aim of activity</p>	<p>Participants will read the case study of an example of how PNI can be used in the workplace and are asked to consider how they can apply a similar approach to participatory narrative inquiry in their workplace.</p>
<p>Introduction</p>	<p>The following case study is a generic example of how an organisation can use PNI in their day day-to-day job by incorporating it into their team meetings.</p>





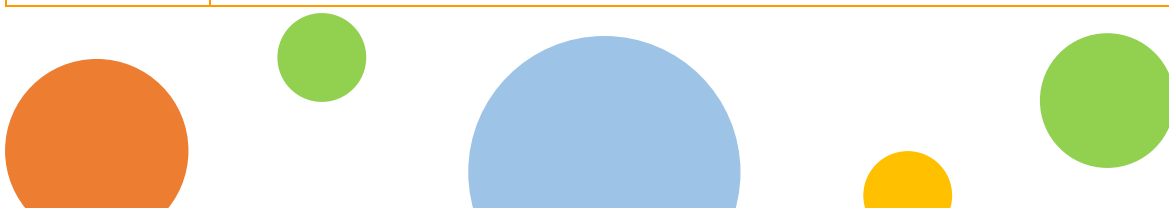
Challenge	<p>An advertising agency use PNI in their day-to-day job by incorporating it into their team meetings. During team meetings, team members are encouraged to share personal experiences and stories related to their work, such as their successes and challenges with past projects, or their experiences working with clients from diverse backgrounds. By sharing these stories, team members gain a better understanding of each other's perspectives and experiences, which improves team dynamics and promotes organisational learning.</p> <p>The advertising agency also uses PNI to address issues related to diversity and inclusion. They conduct one-on-one interviews with employees from diverse backgrounds to hear their experiences and stories related to workplace diversity and inclusion. The agency then uses this information to identify areas for improvement and develop strategies for promoting a more inclusive workplace culture. Overall, integrating PNI into daily work activities helps the advertising agency promote a positive and inclusive work environment, improve team dynamics, and enhance organisational learning.</p>
Assignment	<p>This reflective activity can help you deepen your understanding of PNI and its potential applications in the workplace. It can also help you develop your active listening skills, enhance your self-awareness, and promote a culture of open communication and collaboration.</p> <p>Questions to reflect on:</p> <ol style="list-style-type: none">1. Take a few minutes to reflect on how this organisation uses PNI in their workplace. Could you adopt a similar approach in your workplace?2. Think of a personal experience you have had at work that taught you something valuable or challenged you in some way. How could you use PNI to apply your learning?





Activity Sheet 1

<p>Activity Title</p>	<p>Activity: Practicing Active Listening</p>
<p>Duration of activity in minutes</p>	<p>45 Minutes</p>
<p>Learning Outcome</p>	<p>Identify listening and negotiating methods used in participatory narrative techniques.</p>
<p>Aim of activity</p>	<p>The aim of this activity is to highlight the importance of active listening and to get the participant to practice using this skill in the workplace.</p>
<p>Materials Required for Activity</p>	<p>Another person to practice active listening with</p>
<p>Step-by-step instructions</p>	<p>Active listening is a critical skill for conducting successful participatory narrative inquiry in the workplace. It involves fully concentrating on what the speaker is saying, understanding the message they are trying to get across, and responding appropriately.</p> <p>Step 1: Set aside time to practice active listening: Allocate a specific time each day or week to practice active listening in your day-to-day interactions with colleagues. You can choose to focus on active listening during team meetings or one-on-one conversations with others.</p> <p>Step 2: Focus on paying close attention to what the speaker is saying: This involves giving the speaker your full attention, maintaining eye contact, and avoiding any distractions. Take notes if necessary to help you stay focused and summarise the key points discussed.</p> <p>Step 3: Ask clarifying questions: Active listening also involves asking relevant and open-ended questions to help you gain a better understanding of what the speaker is trying to get across. This will help you avoid misunderstandings and encourage the speaker to share more information.</p> <p>Step 4: Summarise what has been said: Once the speaker has finished, summarise what they have said to ensure that you have understood the message correctly. This will also help the speaker</p>





feel heard and understood.

Reflection:

After practicing active listening, it is important to reflect on your experience and identify areas for improvement. Ask yourself questions like:

- Was I fully present during the conversation?
- Did I ask relevant and open-ended questions to encourage the speaker to share more information?
- Was I able to summarise the key points of the conversation accurately?

Reflecting on these questions will help you identify areas where you can improve your active listening skills.





Activity Sheet 2

Activity Title	Activity 2: Conducting a narrative inquiry project
Duration of activity in minutes	45 Minutes
Learning Outcome	Identify ways to conduct a project using narrative inquiry
Aim of activity	The aim of this activity is to highlight the steps necessary to conduct a narrative inquiry project.
Materials Required for Activity	<ul style="list-style-type: none"> • Laptop with internet access • Pen/paper
Step-by-step instructions	<p>Conducting a narrative inquiry project will help you develop your skills in conducting research, data analysis, and storytelling. It will also provide you with a deeper understanding of the workplace issue or challenge you have chosen to explore, and help you identify areas for improvement.</p> <p>Step 1: Identify a workplace issue or challenge: Choose a workplace issue or challenge that you would like to understand better or address through narrative inquiry. For example, this could be improving employee engagement, promoting diversity and inclusion, or addressing organisational change.</p> <p>Step 2: Develop research questions: Develop a set of research questions that will guide your inquiry. These questions should be designed to help you understand the workplace issue or challenge and identify areas for improvement. You may want to consider questions such as, "What are the personal experiences of employees that relate to this issue?" or "What are the stories that illustrate our organisation's approach to diversity and inclusion?"</p> <p>Step 3: Choose a narrative inquiry methodology: Select a narrative inquiry methodology that aligns with your research question and objectives. There are many different approaches to narrative inquiry, such as life history interviews, autoethnography, and participatory</p>



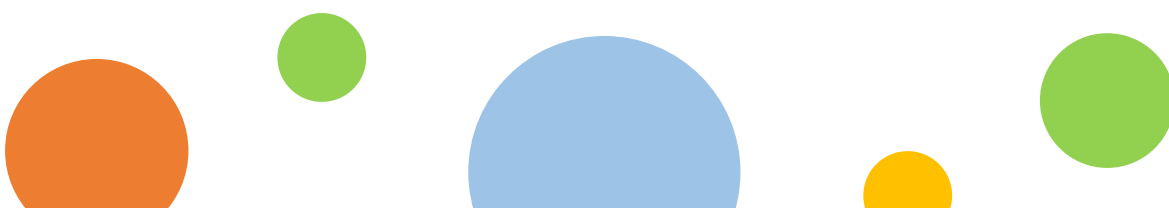


action research. Consider the advantages and disadvantages of each method and choose the one that will best suit your needs.

Step 4: Collect and analyse data: Collect data using a range of methods, such as conducting interviews, facilitating group discussions, or analysing written narratives. Once you have collected your data, analyse it using a framework or approach that aligns with your research question and methodology.

Reflection:

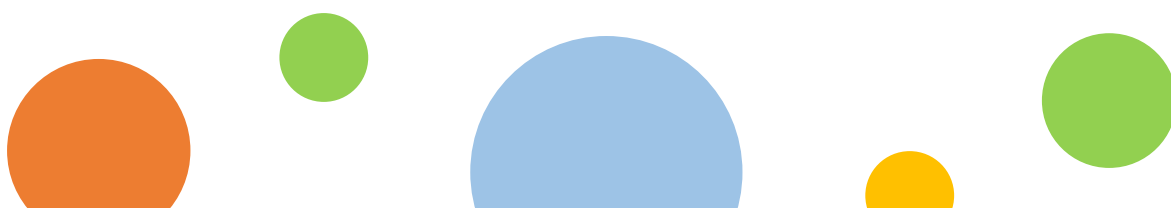
When reflecting on your findings try to identify key insights or themes that emerge from your analysis. Use these insights to develop recommendations or action plans for addressing the workplace issue or challenge that you identified at the outset of the project.





Additional Learning Resource

Title of Resource:	Narrafirma
Introduction to the resource:	Narrafirma is a web-based tool designed to facilitate the creation and sharing of participatory narrative inquiry (PNI) projects. It was developed by a team of researchers at the University of Victoria in British Columbia, Canada, and is designed to be accessible to a wide range of users, including researchers, educators, and community organisations.
What will you get from using this resource?	Narrafirma allows users to create and customise their own PNI projects, which can include various types of multimedia content, such as videos, images, and audio recordings. The tool also includes features for data analysis and visualisation, which can help users to identify patterns and themes in their data and communicate their findings to others. There is also a wealth of resources on the Narrafirma website on how to get the most out of the tool.
Link to resource:	https://narrafirma.com/





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