

TABLE OF CONTENTS

Foreword	7
Acknowledgments	9
Introduction	11
Overview	13
1: Introduction to the Appreciative Way	15
The Appreciative Way Of Creating Change	20
Locating Resources to Create Change	29
The Four Motivations	31
2: Restoring Hope: Core Processes and Resources	37
How We Experience Our Experiences	39
Representing Experiences in Consciousness	49
Hope and Religion	56
Unconditional Love for Others	68
Compassion as the Agent of Transformation	72
3: Resolving Painful Memories	81
A Narrative Approach to Resolving Painful Memories	84
A Structural Way to Resolve Painful Memories	88
Resolving Traumatic Memories	98
Resolving Organizational Memories	105
4: Resolving Grief	115
How Shall We Remember?	119
Goals for Resolving Grief	120
Understanding the Dynamics of Grief	122
The Qualities of an Effective Funeral	129
Satisfying Objections to Resolving Grief	131
Living and Loving: Finding a Way Forward	135
Structural Strategy To Resolve Grief	137
Organizational Grief	148
Inoculating a Congregation Against Grief	151
Congregational Grief or Failure of Leadership	154
5: Forgiveness and the Art of Resolving Resentment	157
Satisfying Your Objections to Forgiving	166
Structural Strategy to Achieve Forgiveness	170
Dealing with a Difficult Person	176
Transforming Judgmental Thinking	180
Forgiving Yourself	184
Resolving Organizational Resentment	194
A Final Blessing	204
Resources, Endnotes, and References	205