## What did you learn? What is the place of inquiry in the rhetoric of making a difference?

Student Reflections /The Rhetoric of Making a Difference/ Linda Flower

"Initially, I was skeptical..."

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be honest, at first I didn't think that intercultural inquiry would be an effective way to make a difference. My first take on the process was that we were going to hold a think tank, get a bunch of different ideas on what "the problems"

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believe the most important thing I learned about the inquiry process was that I knew nothing about the problem. While I prepared for my interview, I took for granted that the C.N.A. I interviewed would be unhappy. I assumed that problems of low-pay, high turnover and a lack of teamwork would affect their job satisfaction. Having envisioned interviewing a dissatisfied employee, I was both shocked and somewhat unprepared to find myself conversing with someone who loved their job. It seemed incomprehensible to me that someone who worked for slightly more than minimum wage would openly declare that they love their job. Yet, this C.N.A. repeatedly declared that love.—Nick Kinsey.

"I just feel l.dvcTNnw pA0t much huld, pA3yeesaiparedJen, forwifensey.

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