



Unleashing Passion and Purpose
in People and Organizations

Objectives

- Define consensus
- Identify the key components for creating a safe environment conducive to collaborative decision making
- Develop key skills for effective group decisions:
 - Understand the diverging/converging process
 - Raise difficult issues
 - Ask the right questions
 - Effective dialogue
 - Learn to identify interests vs. positions
 - Integrate diverse ideas
 - Generate solutions
 - Learn the Consensus Model
 - Discover options to use when you can't get consensus
- Implement successfully
- Strategies for dealing with the challenges to staying on track

FROM CONFLICT TO CONSENSUS™

Description: How many times have you sat in a meeting where important decisions needed to be made but instead of coming to an agreement conflicts erupted, positions were taken, the meeting droned on, and everyone left frustrated? Sadly this happens often, the end result is that more decisions are made by a small majority with less support from those who should be involved and may need to implement the decision.

Strategies for bringing together divergent opinions and formulating solutions everyone can support will be presented. Participants will learn how to create an environment which allows collaboration and consensus to flourish and gains the commitment needed for successful implementation of decisions.

Agenda:

Setting the Stage for Effective Group Decisions

- ◆ Why collaborative decisions
- ◆ Differentiate consensus from other decision processes
- ◆ Productive versus unproductive conflicts
- ◆ Creating a safe environment

Engaging in the Collaborative Process

- ◆ The diverging/converging process
- ◆ Raising difficult issues
- ◆ Asking the right questions
- ◆ Effective dialogue
- ◆ Identifying interests versus positions
- ◆ Integrating diverse ideas
- ◆ Generating practical and creative solutions
- ◆ The five key steps to building consensus, the model
- ◆ What to do when you don't have consensus

From Solutions to Implementation

- ◆ Clarify commitment
- ◆ Staying on track
- ◆ Evaluating the decision
- ◆ Dealing with challenges

Methodology: This is an interactive program which combines short lectures, scenarios and exercises.

Length: One day

AV Needs: LCD Projector, Flip Charts, if over 30 participants a cordless lapel microphone.

Materials: Customized workbook