

Consensus Building Steps

Delineation Steps	
1	Start with agreement - put on a flipchart
2	Confirm the source of the disagreement - what they disagree on
3	Identify the alternatives under discussion - put in column on a flipchart
4	Ask each party specific delinating questions: "how much", "how long (timeframe)", "whos's involved", "what is involved" "what will it solve", etc.
5	Summarize the information provided in step 4
6	Take a consensus check
Weighed Scoring Process	
1	Using a flipchart (so everyone can see) identify the criteria list (like cost, time, what is improved, Not all criteria is the same, so you need to determine the importance.
2	<p>Whether you use a High, Medium, Low or use 1-3 or 1-5 (1=low and 3 or 5=high) or however many you want to identify.</p> <p>- Start by asking "Which of these criteria is the most important?" then label as 3 or 5. "Are there any others as important as this one?" then label them as 3 or 5s.</p> <p>- Then ask "Which of these criteria is the least important?" and rate it the lowest. "Are there any others that are as least important as this one?"</p> <p>- "If not, can we label the rest as 2 or 3s or are there any 2s or 4s (if you're using 1-5 weighting)?"</p>
3	Start with the items that have the highest weight on the list to see if you have consensus.
Category 2 Conflict Steps	
1	Because Category 2 is a differences in values or experiences - going through delineation might be a waste of time.
2	Start with S&W – it's important to identify the strengths of all alternatives first before discussing the weaknesses. This method gives "value" to each alternative prior to the "devalue". You might even want to have someone give the strengths of the alternative they oppose. The supporter of the alternative would then add any additional strengths that the detractor may have overlooked. This helps with know if they have really "heard" each other's alternatives strengths.
3	Then look at merging the alternative to create a new one using the strengths of the alternatives.
4	If no consensus, then try weighted scoring
5	Move to consensus – if not, it may be a category 3

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Category 3 Conflict Resolution Steps	
1	<p>Give an opportunity for each party individually to identify and speak about the various issues, concerns, past actions and present situations that have negatively impacted working together (give each a 2 minute period to talk, then the other, and back & forth until they think they've covered it all). They can ask clarifying questions, but can't tell the other person they were wrong, and it happened differently.</p> <ul style="list-style-type: none">* This is where they need to say "I remember it this way..."* What was their own part in the issues, concerns past or present situations (not the other person's). This is where they need to use "I feel... or I did...when this happened."* How did they think it should be resolved
2	<p>Gain agreement by all parties that all important issues, concerns, past actions and present situation have been identified</p>
3	<p>Gain agreement that a better working partnership is desired by all parties.</p>
4	<p>Have them identify the benefits of a better working partnership with each party individually and to all parties collectively.</p>
5	<p>Develop a set of strategies and partnering principles that will govern how all parties will interact to address past issues, prevent future issues and resolve issues as they occur.</p>
6	<p>Agree on a method for monitoring and intentionally making adjustment along the way.</p>