



Training ■ Facilitating ■ Coaching
Team Success

Objectives

- Understand the benefits of building consensus on important group decisions
- Recognize what can happen when you don't build consensus and conflicts remain unresolved
- Build consensus in five easy steps
- Create the kind of environment which supports consensus
- Discover how effective dialoguing between all important stakeholders i.e., team leaders, managers, volunteers and staff, creates understanding and can help address difficult issues and lead to greater success on projects and events.

FROM CONFLICT TO CONSENSUS™ Creating Effective Team Decisions

How many times have you sat in meetings where important decisions needed to be made but instead of coming to an agreement conflicts erupted, the meeting droned on, and everyone left frustrated? Sadly this happens often, and the end result is that more decisions are made by one or two people at the top with less input and support from those who should be involved and will need to implement the decision.

This workshop will teach you how to build consensus in group decisions by bringing together divergent opinions and formulating a solution everyone can support. Participants will learn how to resolve conflicts productively, use backup strategies, and create an environment which allows consensus to flourish.

Agenda:

The Importance of Building Consensus in Teams

- What happens when you don't build consensus on major decisions with your team
- The effects of unproductive conflicts on teams
- Why productive conflicts and consensus building strengthens relationships, enhances creativity and improves group decision-making

Understanding the Process for Reaching Consensus

- What consensus is and is not
- The five key steps to building consensus
- Backup strategies

Creating an Environment which Supports Consensus

- Encourage dialogue among volunteer, managers and staff
- Raise difficult issues
- Ask the right questions
- Create a safe environment
- Listen actively

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

Audience: Managers, team leaders, volunteers and staff, anyone who facilitates groups or wants to improve group decisions.

Length: 3 hours.

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

Materials: Master copy of handouts to be provided for duplication.