

Applications of the Consensus Process Using Conflict as a Powerful Catalyst for Change and Progress

Groups of any size:

- Board/Staff Leadership Team Building
- Vision & Mission Development
- Conflict Resolution
- Non-Traditional Collective Bargaining
- Planning of Any Kind
- Listening Sessions
- Multi-Organization Planning
- One-to-one conflict
- **Any situation** involving any number of individuals

*Focus is always on opportunity for all to be **listened to, contribute, and build consensus.***

Results

- Decisions stay made, get implemented, and allow for changing of perspectives

Interpersonal – 2 People:

- Like all relationships, it's a process.
 - Let people know you as a person and they will reveal themselves as well
 - Seek to understand – always ask questions and listen before speaking
- When conflict occurs:
 - Acknowledge the conflict to yourself and then the other person
 - Ask them to join you in resolving the issue
 - Questions for both to answer – rotate who goes first
 - *What are your **expectations** for this conversation?*
 - *How to you **feel** about having this conversation?*
 - *How do you view the **current** situation?*
 - *What are the **worst** possible outcomes of this conversation?*
 - *What are the **best** possible outcomes of this conversation?*
 - *What **beliefs, behaviors, strategies** and **actions** can address this issue?*
 - *Which two to four things did you hear that you like most?*
(Yours and the other persons)
 - Take each item in new list and determine if both can support
 - If one person cannot support an item ask:
 - *How would you change this item so you could support it?*
 - Seek agreement on revised item
 - If agreement cannot be reached, item is not implemented
 - Final questions:
 - *What is your **commitment** to implementing the agreed upon list of items?*
 - ***What will you do** to support each item – take them one at a time?*

Conflict is normal. Not resolving it is dysfunctional.