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 do 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.

Michael Redburn – Redburn Consensus Partners – 406-600-4677 - michael@redburnconsensus.com