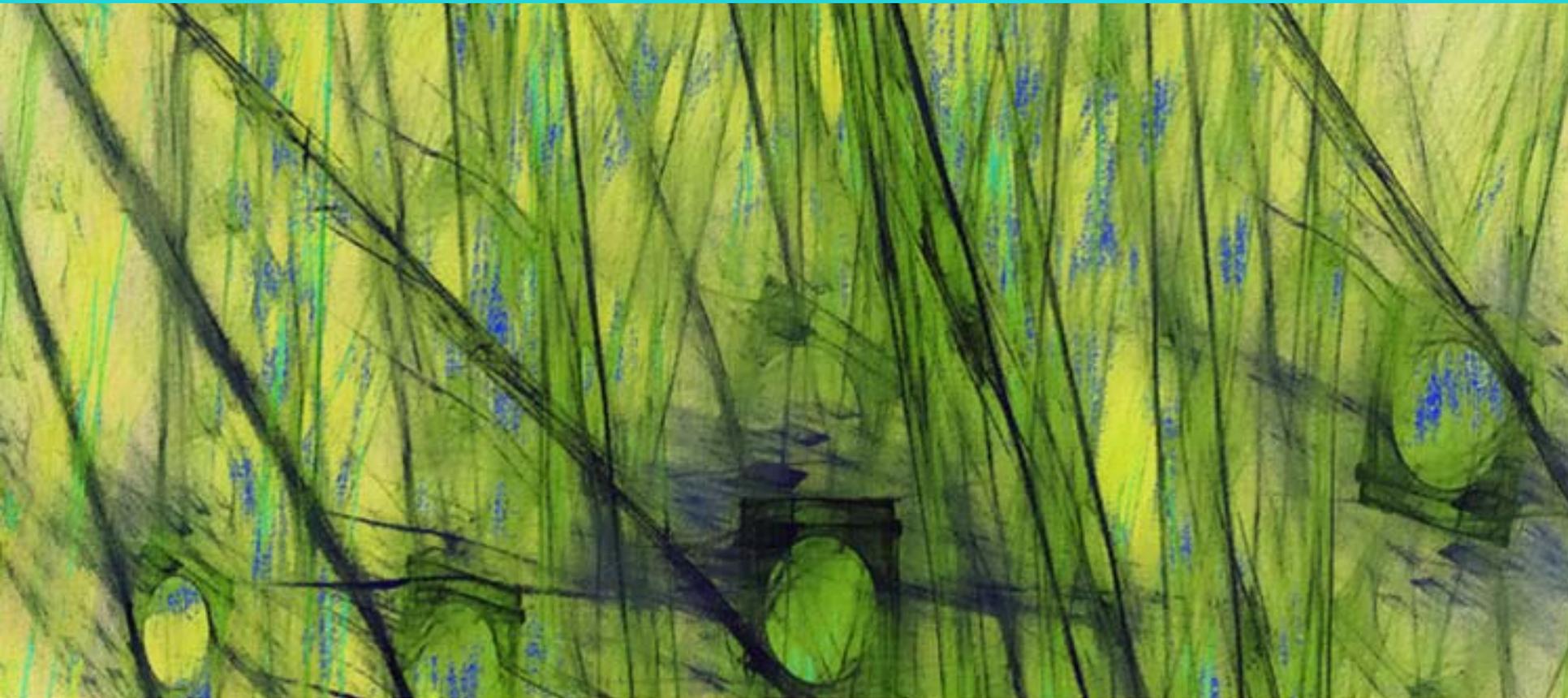


Consensus Building to Resolve Conflicts



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July, 2011



What Is Consensus Building?

- A process used to resolve a conflict involving many diverse parties in which the input and ideas of all the participants are gathered and synthesized to arrive at a final position acceptable to all
- Also called collaborative problem-solving or collaboration



What Is Collaboration?

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- Collaboration is an open and inclusive process, a tool to engage a broad array of diverse entities to come together to find solutions for issues/problems



What Is Facilitation?

- A process in which a third-party neutral assists a group in decision-making or problem solving by helping increase the group's effectiveness
- The goal is not necessarily to resolve conflict, but rather to guide the group in its thinking process, keep the group focused, and help participants communicate effectively with one another and as a group



The Facilitator Should:

- Develop a safe environment for all participants
- Develop a respectful listening environment
- Support all participants
- Be acceptable to all participants
- Not be vested in an outcome
- Remain neutral throughout the process



“The cornerstone to building consensus is listening with respect to others and allowing the speaker to express themselves in a forthright manner.”

- Bob Chadwick
Consensus Associates



What Is the Facilitators' Role?

The facilitator of a consensus building effort moves through a series of steps:

- Participant identification and recruitment
- Design of the process to be used
- Problem definition and analysis
- Identification and evaluation of alternative solutions
- Decision-making
- Finalization and approval of the decision
- Implementation



Consensus Building Tools

1. The Grounding
2. The Greeting Circle
3. Roles of facilitator and recorder
4. Best / Worst Outcomes
5. Closure
6. A process for coping with conflict
7. Collective Statements



Coping with Conflict Exercise

- Define conflict
- How do you feel about it?
- What are the unresolved conflicts that confront you in your life?



Worst Possible Outcome Exercise

- What are the worst possible outcomes of confronting this unresolved conflict?



Best Possible Outcome Exercise

- Use the same conflict situation to list the best possible outcomes of confronting and resolving this conflict



Closure Exercise

- What did you learn from these exercises that will help you confront and resolve your conflicts?
- How did you feel about these activities?