Achieving Consensus: Tools and Techniques (1st Edition)

Course Specifications

Course Number: CCT–033_rev4.0
Course Length: Self-study or Classroom Training

Course Description

Achieving Consensus looks at consensus as a process—a process that brings different people, different ideas and different approaches together; values that diversity, and then provides a framework to create a solution that is greater than any one person, idea or approach. It is the opportunity to set aside the “I” for the success of the “we.” It is the opportunity to get the power of the group aligned to get things done.

Course Objective: The learning objectives for Achieving Consensus are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The objectives of this book are:

- To define and explain consensus
- To explain individual roles on the road to consensus
- To show the steps needed to create consensus
- To provide problem-solving tools and techniques

Course Content

Part 1: Defining Consensus

- What Is Consensus?
- Consensus as a Process
- Reaching Consensus Is Like Taking a Journey
- How Consensus Fits with Other Decision Styles
- Sources of Difficulty
- Your Journey

Part 2: Your Role on the Road to Consensus

- Deciding What to Pack
- Taking Inventory
- Things to Leave Behind
- Focus on Strengths, Not Weaknesses
- Part 3: Meeting to Achieve Consensus
- You Can’t Achieve Consensus by Yourself
- Let’s Make Steel
- Are You a Consensus Master?
Part 4: Tools and Techniques
Using Your Tool Kit
Addressing Behavioral Obstacles
Your Role

Part 5: More Tools and Techniques
Using Your Tool Kit for Decision Obstacles
Addressing Decision Obstacles
When All Else Fails

Part 6: Arriving At Consensusville
Where You Start Your Journey Is Not Where You End
Walking the Talk