

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