



REACHING AGREEMENT

COURSE OVERVIEW

The Challenge of Reaching Agreement: Learners complete a survey to assess how their group reaches agreement. (Optional). A video depicts a group doing a poor job of reaching agreement. Leaders discuss how ineffective processes impact group members and the quality of their decisions. The facilitator explains how using consensus-building techniques and ground rules can help a group be more effective at reaching agreement. Leaders link organizational objectives with the decisions their group(s) make. Participants are introduced to seven techniques for building consensus.

Agreement Techniques: In this unit, learners view video segments that introduce the seven consensus-building techniques. Following each segment, participants work in teams to apply these techniques to prepared group decisions. Learners discuss when to “let go” of a position.

Applying the Techniques: Working in teams, participants identify which Techniques, would be most effective to use to reach agreement in each of three situations. Learners identify which technique(s) to use for an upcoming workplace group decision. The facilitator overviews three roles a leader plays when making decisions by consensus—initiator, facilitator, and communicator. Participants develop an action plan for fulfilling these three roles in the workplace. Optional activities include applying the consensus-building techniques in prepared situations or to their team’s actual workplace situation (for intact teams only).

VIDEO SEGMENT SUMMARIES

- A segment shows some common challenges a cross-functional group faces in reaching agreement.
- The Montagues and Capulets have agreed that Romeo and Juliet may marry. They use three consensus-building techniques to move toward agreement on where the wedding will be held.
- Pirates use two consensus-building techniques to agree on which ship to seize and to move toward agreement on which action to take after they get the ship.
- The Montagues and Capulets and the pirates come to consensus on their respective decisions.

COURSE DETAILS

- **Target Audience:** Informal and frontline through mid-level leaders.
- **Course Length:** 3 hours, 30 minutes (does not include breaks or optional activities)
- **Facilitator Certification:** DDI-certified facilitator required.
- **Prerequisites:** Essentials of Leadership.
- **Series:** Suitable for all environments.
- **Group Size:** 8 to 16 people.
- **Pework:** No.

RELATED COURSES



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- Problem Analysis and Decision Making
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