



Confluence

Strategic Planning | Process Design | Facilitation

Spirit and strategy converge

From “Me” to “We”: Engaging
Customers Through Consensus

Meeting Guidelines

- ▶ Leave your title and tenure at the door
- ▶ Check your tech on break
- ▶ Participate – ask questions, share stories
- ▶ Choose how you can, not why you can't
- ▶ Listen well to those around you
- ▶ Have fun!



Agenda

- ▶ What brought you here?
- ▶ Decision Making Practice
- ▶ 4 Types of Organizational Decision Making
- ▶ Consensus Decision Making Practice
- ▶ Debrief





Table conversation

- ▶ What just happened?
- ▶ What were the instructions for each group?
- ▶ What is necessary for making decisions?
- ▶ What gets in the way of making decisions?
- ▶ How was this like group decision making in general?



What is consensus decision making?

- ▶ Individual definition
- ▶ Table conversation
- ▶ Room conversation



Four types of organizational decision making

1. Command
2. Consult
3. Vote
4. Consensus

From: Crucial Conversations



Command

“Let’s start with decisions that are made with no involvement whatsoever. This happens in one of two ways. Either outside forces place demands on us (demands that leave us no wiggle room), or we turn decisions over to others and then follow their lead. We don’t care enough to be involved – let someone else do the work.”



Consult

“...wise leaders, parents, and even couples frequently make decisions in this way. They gather ideas, evaluate options, make a choice, and then inform the broader population.”



Vote

“Voting is best suited to situations where efficiency is the highest value – and you’re selecting from a number of good options. Members of the team realize they may not get their first choice, but frankly they don’t want to waste time talking the issue to death. They may discuss options for a while and then call for a vote...”



Consensus

“This method can be both a great blessing and a frustrating curse. Consensus means that you talk until everyone honestly agrees to one decision. This method can produce tremendous unity and high-quality decisions. If misapplied, it can also be a horrible waste of time...”



Be decisive.

**Right or wrong,
make a decision.**

**The road of life
is paved with
flat squirrels
who couldn't
make a decision.**



How to choose which method to use...

- ▶ **Who cares?**
- ▶ **Who knows?**
- ▶ **Who must agree?**
- ▶ **How many people is it worth involving?**



Benefits of consensus decision-making

<https://extension.umn.edu/leadership-development/benefits-consensus-decision-making>

1. Inclusive participation engages and empowers the group
2. Requires a commitment to work together and increases cooperation
3. Creates shared understanding through discussion that bridges differences
4. Equalizes the distribution of power in a group
5. Can create better decisions that are more representative of the larger community
6. Creates more ownership and commitment
7. Results in more effective implementation because the entire group takes action on the project or plan



Consensus Decision Making Practice



Focus Question

What are the characteristics necessary to be a good project manager?



Resources

- ▶ <https://hue.life/>
Technology of Participation Training
- ▶ <https://www.seedsforchange.org.uk/>



Debrief

1. What words or phrases do you remember hearing this morning?
2. What were the highpoints for you?
3. Where were you challenged?
4. What new insights do you have?
5. How might you apply what you've learned this morning?



Questions/Discussion



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Sources

- ▶ <https://hue.life/>
Technology of Participation Training
- ▶ <https://www.seedsforchange.org.uk/>
- ▶ [Crucial Conversations: Tools For Talking When Stakes Are High](#), Patterson and Grenny
- ▶ <https://extension.umn.edu/leadership-development/benefits-consensus-decision-making>

