Consensus Decision Making & Interest-Based Problem Solving

### Consensus Decision Making

**DO**
- Share information
- Listen
- Be open to new ideas
- Offer alternatives

**DON’T**
- Agree too quickly
- Trade or bargain
- Vote
- Penalize standouts

**Testing for Consensus**
- Has everyone been heard?
- Can everyone live with the decision?
- Will everyone actively support the decision? (Can you identify behaviors that support the decision?)

### Interest-Based Problem Solving

**STEP 1: Define the Problem**
- Develop question
  - Contain issue
  - Begins, “How might we?”
  - No “Yes/No” answers
- No solutions
- No accusations

**STEP 2: Determine Interests**
- Separate interests, needs, concerns
- Identify common interests

**STEP 3: Develop Options**
- Brainstorming
- Best practice
- Expert panel
- Straw design

**STEP 4: Select a Solution**
- Screen options
- Shorten list
- Develop standards
- Test options to standards
- Decide on solutions

**Step 5: Form an Action Plan**
- Identify next steps
- Decide who is accountable
- Determine timeline
- Share results