Consensus-Building in Organizational Development

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Learning Days | Leadership Development Track | Wikimedia Conference | Berlin
29 March 2017
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Agenda

- Objectives (10 minutes)
  - Fun!
  - Learning
    - Key factors in consensus-building
    - 5-Whys process (AKA, Root Cause Analysis)
- Breakout groups (20 minutes)
  - People issue
  - Logistics issue
  - Budget issue
- Wrap-up (15 minutes)

Hello Wiki Arctic User Group!

Fictional Affiliate whose User Group members live in:

1. Norway
2. Sweden
3. Finland
4. Russia
5. United States (Alaska)
6. Canada
7. Denmark (Greenland)
8. Iceland (Grímsey Island)

Key factors in consensus-building

1. Awareness
   a. Beyond common language
   b. Ascertain who knows what
   c. Never assume!
2. Collaboration
   a. Design and develop a process
   b. Facilitator should encourage collective decision-making
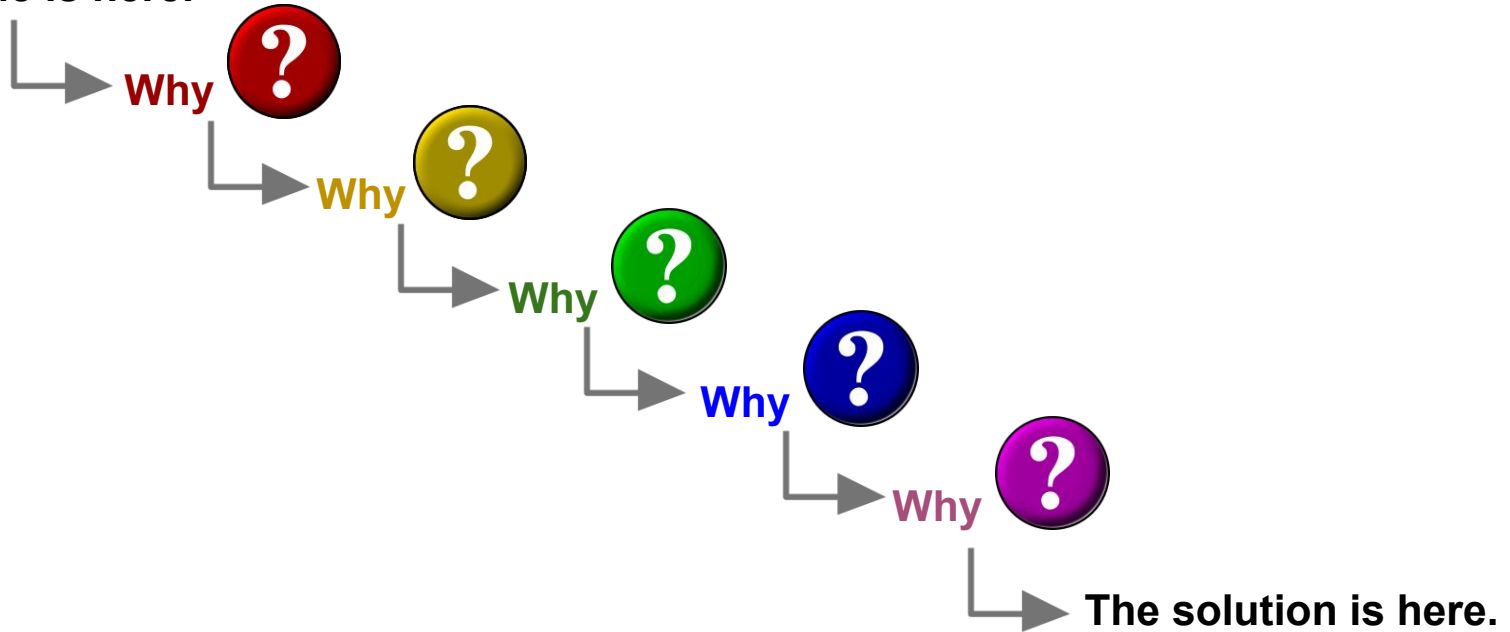3. Commitment
   a. Trust
   b. Time

5-Whys...
a method

- Most useful when problems involve human factors or interactions.
- The 5-Whys root cause analysis is most effective when the answers come from people who have hands-on experience of the process associated with the issue.
- When a problem occurs, you uncover its nature and source by asking "why" no fewer than five times.
- ***"If you don't ask the right questions, you don't get the right answers."*** -Edward Nodnett

5-Whys… *the diagram*

The issue is here.

Why

Why

Why

Why

Why

The solution is here.

Breakout groups... *teams & issues*

1	Maria's team: people issue
	How do we decide who will be the Wiki Arctic UG representative to Berlin for the Wikimedia Conference?

2	Sydney's team: logistics issue
	How do we decide where Wiki Arctic UG convenes its first conference?

3	Nataliia's team: Budget issue
	There isn't enough money in the budget to do all the things that Wiki Arctic UG wants to do. Now what?

Breakout groups

1. Awareness
   a. Beyond common language
   b. Ascertain who knows what
   c. Never assume!
2. Collaboration
   a. Design and develop a process
   b. Facilitator should encourage collective decision-making
3. Commitment
   a. Trust
   b. Time

Three teams, each dealing with a different consensus-building issue: people, logistics, budget

1. Incorporate the 3 key factors
2. Use the 5-Whys analysis diagram
3. Be prepared to answer:
   a. Did you resolve your issue?
   b. What was the biggest challenge?
   c. Did you learn something?
   d. Did you have fun?

5 minutes remaining...

Wrap-up

- Maria's team → people issue → How do we decide who will be the Wiki Arctic UG representative to Berlin for the Wikimedia Conference?
- Sydney's team → logistics issue → How do we decide where Wiki Arctic UG convenes its first conference?
- Nataliia's team → budget issue → There isn't enough money in the budget to do all the things that Wiki Arctic UG wants to do. Now what?

1. Did you resolve your issue? If yes, what did you decide?
2. What was the biggest challenge?
3. Did you learn something? If yes, what?
4. Did you have fun? If yes, how?

Thank You

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https://meta.wikimedia.org/wiki/Grants:Evaluation/News/Learning_Days_for_Wikimedia_Conference_2017/Leadership_Development_track#Consensus_Building_in_Organizational_Development