

Guidelines for Demonstrating Effective *Consensus Workshops*

for Certification Candidates and their Mentors, Observers and Assessors

General

- Three Consensus Workshops included as evidence of work are face-to-face.
- Reflection sheets for each Consensus Workshop are specific to the Consensus Workshop included rather than for the larger event in which the Consensus Workshop was a piece.

Content Includes

- A clearly stated Workshop Question
- Rational and Experiential Aims
- The Context of the workshop includes purpose, timing, the Workshop Question, and some activity/way to support participants in relating to the Workshop Question and generating responses to it.
- Demonstrate proficiency in asking the correct questions at each level of the Consensus Workshop (e.g., brainstorm by problem/issue/challenge and cluster by root cause)
- Understanding and use of three rounds of data gathering and the distinct question to ask at each round
- The Names of the Workshop clusters answer the question being addressed.
- A thoughtful resolve/closing conversation embeds the work of the group and positions the group to move to its next step.

The Facilitator Process Demonstrates ...

- Generation of 35 – 45 responses to the Workshop Question (understands math)
- Sharing of individual brainstorms before card creation
- Understanding of the purpose of “pairing” and doing so through the beginning of Round 2
- Understanding and use of “tagging” by the end of Round 2
- Verbal and visual instructions to guide individual and small group work through the parts of the Workshop, including naming conventions pertinent to the Workshop Question
- Managing the flow of time to give individuals and the group time to respond productively but not dawdle.
- Ability to hold space for ambiguity and difference in clustering and naming
- Holding/balancing energy of group in each phase especially for naming process
- A rich array of questions/examples/stories to help move through clustering and especially naming

Documentation

- Names/titles are consistently phrased, answer the question and go beyond a generic “category”
- A chart with participants’ actual words on one page
- Attractive, flows well, matches sequence of what actually happened
- Includes enough context to be understood

Examples of Assessor Questions for Evidence of Competence

- What do you do when
- At what time during this process does consensus gets built?
- What are some alternate ways of naming and the pros and cons of each?
- What are keys to creating effective consensus using this methodology?
- Give us an/some examples of how you have varied questions at different phases of the Consensus Workshop?

- What is an example of naming conventions you have used with a group to help them name effectively?
- Share an example or two of how you have created Workshop Questions that really target the specific need of a group?

Rating Scale

- 3 = all of these pieces are included in at least 1 of the workshops or through the reflection sheet or participant interview.
- 4 – 5 = all of these pieces are included in 2 - 3 of the Consensus Workshops, use of more complex “gestalting,” understands difference between categorizing and naming, creates innovative context and resolve, artful documentation, designs to long term journey of the group.