Group Consensus-Building

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Wikimania Learning Days
Montréal, Québec, Canada
August 10, 2017 | CC BY-SA

Agenda

- Learn
- Have fun
- Discuss
- Wrap-up

Learning #1

Some 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

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Learning #2

5-Whys method

> *"If you don't ask the right questions, you don't get the right answers."*
> -Edward Nodnett

- AKA: root cause analysis.
- When a problem occurs, uncover its nature and source by asking "why" no fewer than five times.
- Most useful when problems involve human factors or interactions.
- Most effective when the answers come from people who have hands-on experience of the process associated with the issue.

5-Whys example

The vehicle will not start. (the problem)

1. **Why?** - The battery is dead. (First why)
2. **Why?** - The alternator is not functioning. (Second why)
3. **Why?** - The alternator belt has broken. (Third why)
4. **Why?** - The alternator belt was well beyond its useful service life and not replaced. (Fourth why)
5. **Why?** - The vehicle was not maintained according to the recommended service schedule. (Fifth why, a root cause)
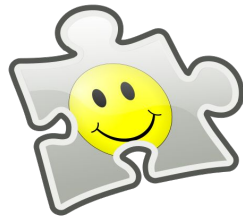
Activity
(20 minutes)

- Break up into 3 small groups
- Group leads & their issue

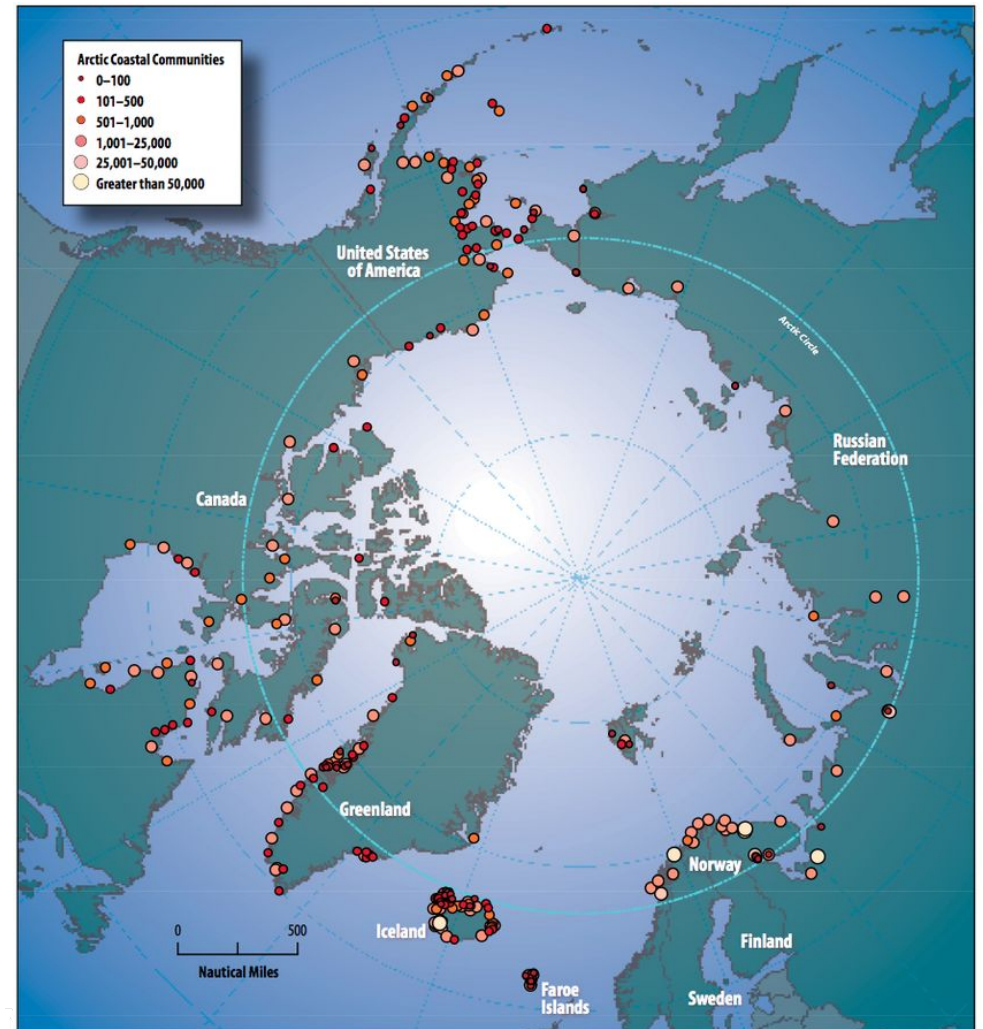 #1 | Camelia | people

  #2 | Satdeep | finances

  #3 | Rohini | logistics

Wiki Arctic User Group

Fictional Affiliate with members in:

- Norway
- Sweden
- Finland
- Russia
- United States (Alaska)
- Canada
- Denmark (Greenland)
- Iceland (Grímsey Island)

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Group #1

- **Your issue:** people
- **Prompt/challenge:** Who will represent our User Group at Wikimedia Conference 2018 in Berlin?
- **Instructions:**
  - Incorporate the 3 Key Factors (awareness, collaboration, and commitment).
  - Ask questions (5-Whys) to improve your understanding.
- **Wrap-up:** Choose two people to answer these questions when we come back together:
  1. Did you resolve your issue?
  2. What was the biggest challenge?

Group #2

- **Your issue:** finances
- **Prompt/challenge:** There isn't enough money to cover all the programs that our stakeholders want to support. Whose program gets cut?
- **Instructions:**
  - Incorporate the 3 Key Factors (awareness, collaboration, and commitment).
  - Ask questions (5-Whys) to improve your understanding.
- **Wrap-up:** Choose two people to answer these questions when we come back together:
  1. Did you resolve your issue?
  2. What was the biggest challenge?

Group #3

- **Your issue:** logistics
- **Prompt/challenge:** Where should we hold Wiki Arctic Conference 2018?
- **Instructions:**
  - Incorporate the 3 Key Factors (awareness, collaboration, and commitment).
  - Ask questions (5-Whys) to improve your understanding.
- **Wrap-up:** Choose two people to answer these questions when we come back together:
  1. Did you resolve your issue?
  2. What was the biggest challenge?

Wrap-up

- Did you resolve your issue?
- What was the biggest challenge?

Thank You