

Divergent and convergent thinking

- A way of facilitating a problem and identifying solutions
- Use with a team
- Achieves consensus

Definition of Consensus

Consensus = consent has been given
to proceed
with no hidden reservations

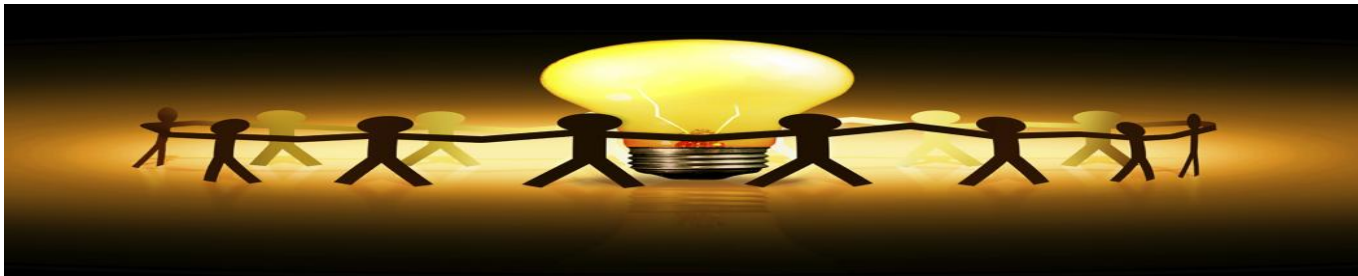
It does NOT mean that everyone agrees.

It does mean that everyone agrees to implement and actively support the decision and that this decision is the best one under the circumstances.

They will personally live with the decision because they believe their reservations and concerns were heard and considered.

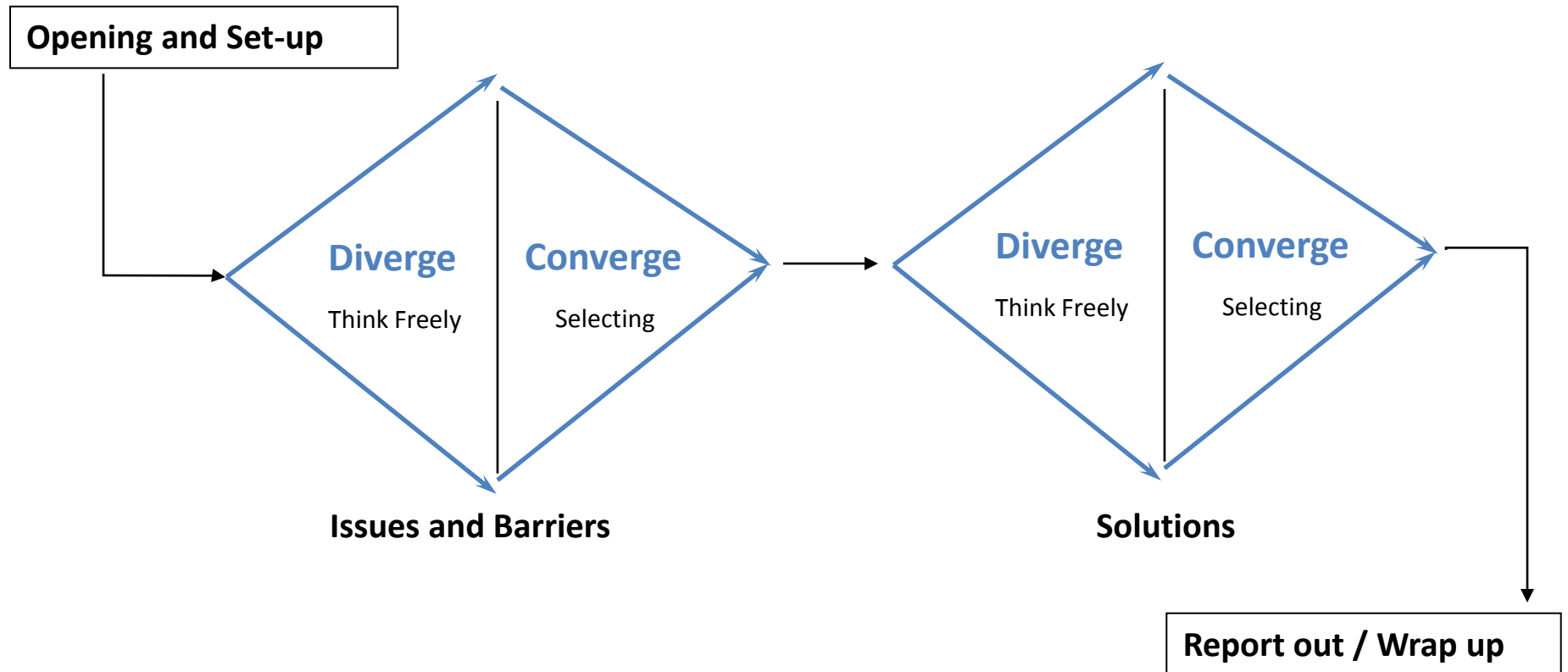
Aim

- Clear about what the sessions is going to achieve.
- Agreement with the team on the above.
- Parking Lot
- Ground Rules
- Run Charts
- Paretos
- Process Map



Facilitator role

The Double Diamond Concept

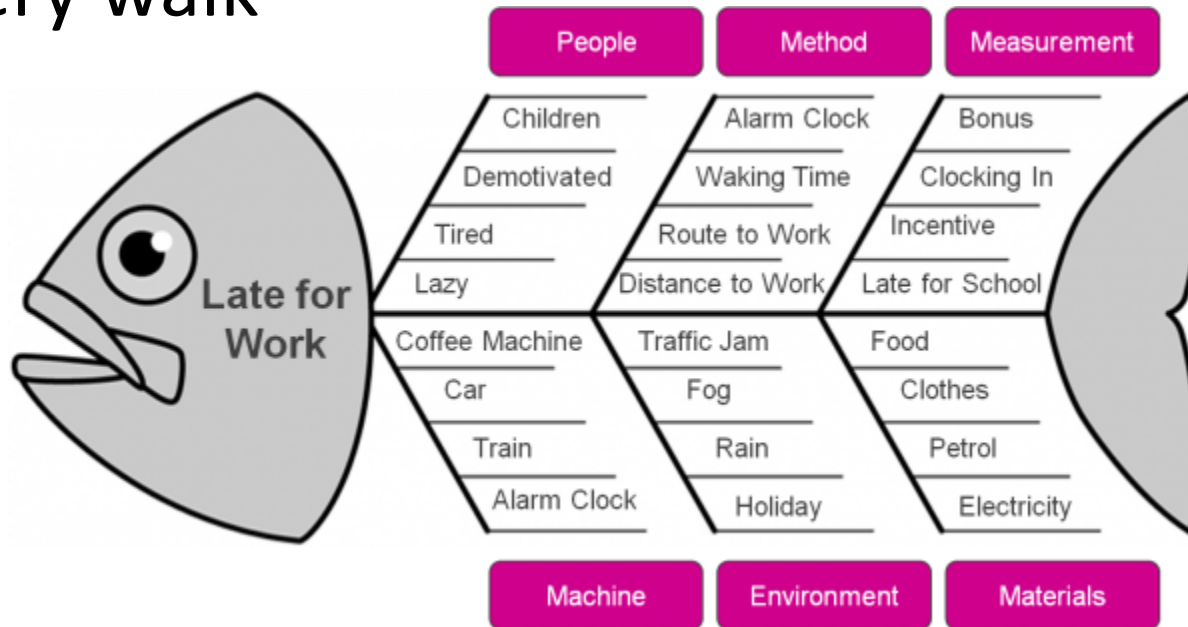


Double Diamond

- Brainstorm Issues Diverge
- Multi Vote Converge
- Identify the Issues the Team want to work on
- Brainstorm Solutions Diverge
- Multi Vote Converge
- Identify the Solutions the team wants to work on

Divergent tools

- Brainstorm
- Fishbone
- Gallery walk



Convergent tools

- Theme & Vote
- Pay Off Matrix

Gallery Walk Divergent Convergent Thinking

Issues	Solutions
■	■
■	■
■	■
■	
■	

Issues	Solutions
■	■
■	■
■	■
■	
■	
■	

Issues	Solutions
■	■
■	■
■	■
■	
■	
■	



Gallery Walk

- Pre Course Materials / Information
- Web Site
- Course Materials
- Coaching

Facilitation challenges

Dealing with Special Problems in Groups

- Silence in the group
- Talk as an avoidance
- Chronic monopolist
- Acting out, hostile behavior
- Resistance
- Absences
- Manipulator
- Do-gooders
- Hidden agendas



Facilitation challenges

Interventions - what should I do to get things back on track ?

Ask yourself:

- What is my purpose in intervening?
- When is the appropriate time to intervene?
- Where should I intervene?
- How should I intervene?
 - Pause before reacting
 - Do not push back
 - Ask “what” or “how” questions instead of “why”
 - Describe behaviors - **say what you see**
 - Do a perception check with group

Facilitation challenges

Dealing with Disruptive Behaviors

