

# Conflict Resolution & Consensus



## **CONFLICT RESOLUTION INFO FROM:**

BURTON, JOHN W. (1987) RESOLVING DEEP-ROOTED  
CONFLICT: A HANDBOOK - UNIVERSITY PRESS OF AMERICA &  
CENTER FOR CONFLICT RESOLUTION, GEORGE MASON  
UNIVERSITY

## **CONSENSUS INFO FROM:**

BUILDING CONSENSUS, FINGERTIP FACTS SHEET (2005)  
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# Conflict Resolution & Consensus

- An analytical problem-solving process that seeks self-sustaining outcomes
- To come to an agreement, at times the following are used:
  - Compromise
  - Power and Coercion
- A decision-making process used to ensure that everyone has input into a decision
- If used correctly, everyone is supportive of the decision AND no one will sabotage its implementation

# How to Get to Consensus

1. All group members contribute.
2. Everyone's opinions are heard and encouraged.
3. Differences are viewed as helpful.
4. Everyone can paraphrase the issue.
5. Everyone has the chance to express feelings about the issue.
6. Those who disagree indicate a willingness to experiment for a certain period of time.
7. All members share the final decision.
8. All members agree to take responsibility for implementing the final decision.
9. All members agree not to sabotage the final decision.

# Conflict Resolution & Consensus



## • Processes

- Facilitation
- Mediation
- Negotiation
- Settlement

## • Requirements

- Participation
- Listening
- Sharing
- Trust
- Respect

# Facilitation



- The process of arriving at a common definition of:
  - relationship(s) of the parties
  - separate goals of the parties
  - discovery of options that meet the needs of all parties.

# Mediation



- The process of making mandatory proposals (or moves back and forth) between the parties in order to reach agreed compromises.

# Negotiation



- The detailed work that must be done, once agreement in principle has been reached.

# Settlement



- An outcome that is not the result of a compromise or enforced decision.