Decisions made in health care continue to come under close scrutiny, making it vital to apply a sound decision-making process and reach consensus on all decisions.

This course centers on the dynamics of groups coming to agreement and the importance of having everyone’s commitment. Participants learn seven techniques for making clear, high-quality decisions that ensure the buy-in and commitment of staff.

DO YOU FACE ANY OF THESE ISSUES?
• Do managers lack rationale for decisions?
• Are decisions lacking objectivity?
• Are decisions made without the commitment of key staff members?

PERFORMANCE OBJECTIVES
Helps health care managers:
• Make more effective decisions as a group more efficiently and quickly.
• Ensure that appropriate staff members contribute their thinking and perspectives to important decisions.
• Increase staff commitment to group agreements.
• Overcome roadblocks to building consensus.

PRIMARY COMPETENCY DEVELOPED
• Decision Making

SECONDARY COMPETENCIES DEVELOPED
• Contributing to Team Success
• Gaining Commitment
• Meeting Participation

COURSE OVERVIEW
• The Challenge of Group Agreement: Learners use a survey to assess how their group reaches agreement, and a video shows a group doing a poor job of reaching agreement. Learners discuss how the ineffective behaviors and processes might affect group members and the quality of their decisions. The facilitator explains building consensus and how consensus-building techniques and being effective meeting members can help a group be more effective in reaching agreement.

• Group Agreement Techniques: Participants break into teams and learn the first three consensus-building techniques by: reading about and teaching back techniques to the class and then applying the techniques to work-related situations; or viewing video examples of the techniques and, after a review by the facilitator, applying the techniques to a prepared workbook situation. Participants learn the remaining techniques following the second process.

• Applying the Techniques: Working in the same teams, learners practice applying the techniques they hadn’t previously used to reach agreement in a new situation. Teams have the option of using workplace situations or prepared situations.

VIDEO SEGMENT SUMMARIES
• A cross-functional group fails to reach consensus on whether to change over to a new data management system.
• The families of Romeo and Juliet use three consensus-building techniques to decide where to hold the wedding.
• Pirates use two consensus-building techniques to agree on which ship to seize and what action to take after they capture a ship.
• Characters from the earlier segments come to consensus.

COURSE DETAILS
• Target audience: Frontline to mid-level health care managers.
• Program length: 4 hours. No Fast Track option.
• Facilitator certification: DDI-certified facilitator required.
• Prerequisites: Essential Skills for Health Care Managers. IM Essentials or Essentials of Leadership
• Series: Workbooks are health care specific; videos are generic.
• Group size: 8 to 16 people.
• Prework: No.

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• Leading Successful Meetings
• Making Effective Decisions
• Other Leadership Development for Health Care® courses
• Rapid Decision Making

For more information contact:
Lisa Jean Smith
612-419-0571 or 507-793-2879
learningjourney@roundlk.net